

U.S. Army Garrison Hessen



A Resident's Guide to Hanau Housing

MAY 2005

MAY 2005

Housing Quick Reference Phone Listing

Emergency	
Military Police	DSN 114 / (06181) 66-114
German Police	110 (civilian phone)
Fire Department	DSN 322-7779 / (06183) 51-117
Fire Emergency	DSN 117
Ambulance	DSN 114 / (06181) 88-114
Operator / Information	(06181) 88-113
Taxi	(06181) 24111
Road Conditions / Inclement Weather	DSN 323-2661 / (06181) 180-2611
Housing Services (Building 11, Pioneer Kaserne)	
Customer Service ■ Family Housing ■ Assignments & Terminations ■ Furnishing Requests ■ BOQ / SEQ ■ Assignments & Terminations ■ Barracks Reporting ■ Building Coordinator Program	DSN 322-8431, 8924, 9227, 9228 (06181) 88-8431, 8924, 9227, 9228
Community Homefinding Referral/Relocation Service (CHRRS)	
Off-Post Assignments & Terminations	DSN 322-9195, 9196, 9197 (06181) 88-9195, 9196, 9197 (06181) 5006822
Work Orders and Repairs	
Emergency Work Order	DSN 115 / (06181) 88-115
Routine Work Order	DSN 322-8601 / (06181) 88-8601
Self-Help Store, Hanau (Bldg. 28, Pioneer Kaserne)	DSN 322-8200 / (06181) 88-8200
Self-Help Store, Buedingen	DSN 321-4778 / (06181) 88-4778
Directorate of Public Works	
Director of Public Works	DSN 322-1560, 8320 / (06181) 88-1560, 8320
Recycling Information Refuse / Bulk Trash Information	DSN 322-8440
Chief, Furnishings Management	DSN 322-8981 / (06181) 88-8981
Chief, Housing Services	DSN 322-8397, 8982 / (06181) 88-8397, 8982
Chief, Facilities Management	DSN 322-9560, 8013 / (06181) 88-9560, 8013
Chief, Engineering / Construction	DSN 9753, 8158 / (06181) 88-9753, 8158

Table Of Contents

Responsibilities	5
Housing Policies	9
Refuse/Recycling	27
Fire Safety	33
Furniture	39
Maintenance	43
Self-Help	51
Terminating Quarters	55
During Deployments	59
Family Matters	63
Unique to Germany	67
Housing Forms	71
Hanau Phone Directory	81

I Believe ...

A Soldier is the most important person entering this facility.

A Soldier is not an interruption of my work.

A Soldier is the purpose of it. I am not doing the Soldier a favor.

A Soldier is entitled to my help. A Soldier is not a cold statistic.

A Soldier is a flesh-and-blood human being with hurts and wants like my own.

A Soldier is a person who brings me real needs and it is my job to help as expeditiously and courteously as possible.

Take care of the Soldier

That's why I am here

The Resident's Guide is an unofficial publication. The appearance of advertising in this publication, does not constitute any endorsement by the Department of Defense. Content is provided, prepared, and edited by the Housing and Public Affairs Offices of U.S. Army Garrison Hessen. Inquiries should be addressed to the Housing Office, Building 11, Pioneer Kaserne, DSN 322-8431

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Making Your Stay One Of Life's Greatest Experiences

Welcome to Hanau, Germany

The Housing Office is one of the single most important places, other than your unit, that you will encounter during your tour here. It's important to all of us at Housing that we get to know you and that you understand what services we provide. We are all committed to making your tour the best experience of your career by providing you with housing and services that meet or exceed your expectations.

We have taken great steps toward providing you and your family with the high quality housing you deserve. There are over 1900 family housing and over 100 unaccompanied personnel quarters in the Hanau Military Community. The housing areas are separated into nine different areas including leased housing that are within a 5-30 minute drive of the various duty kasernes.

Your safety and quality of life is our first priority. Our goal is to make you feel at home in housing that is clean, attractive, well-maintained, comfortable, and safe. We are here for you and we are devoted to making our community a place where the American dream stands tall; a place that you will be proud to call HOME.

Your feedback is important to us. If the service we provide ever falls short of your expectations, please let us know! We pride ourselves in listening to, working with, and learning from the most important person in our business – THE CUSTOMER! We don't just solve problems, we create opportunities to improve. After all, small complaints can generate big improvements.

This Resident's Guide provides information and policy on living in Government quarters in the Hanau Military Community to ensure the best possible living experience for you and your family.

For more information on Army Housing throughout the world, please visit <http://www.onestoparmy.com/>.

For everything you need to know about living in Hanau please visit our website at <http://www.hanau.army.mil>.

Your Housing Staff



Housing office Management

Responsibilities

in the housing areas

All residents, to include service members, family members, and guests are responsible for observing housing policies and maintaining quarters and common areas.

Area/Building/Stairwell Coordinators are assigned to each apartment building to assist the Housing Office by ensuring the community standards and resident's needs are met.



Responsibilities

Garrison Commander
Command Sergeant Major
Housing Office
Community Support Chain

Area/Building/Stairwell Coordinators
Coordinator Duties
Resident Responsibilities

Community Support Chain (CSC)

The Community Support Chain (CSC) is a chain of command designed to ensure safe and pleasant neighborhoods. The chain consists of the sponsor, Stairwell Coordinator, Building or Area Coordinator, the Housing Office, and the Garrison Commander Sergeant Major. The CSC serves as the first avenue for resolving housing problems and complaints related to living in Government housing. The CSC considers the reasonable expectations of residents and uses a common sense approach to interpret and apply regulations, policies, and procedures.

Garrison Commander

The Commander of the US Army Garrison Hessen has overall responsibility for housing within the Hanau Military Community footprint. The Commander prescribes policies and procedures for the overall operations of housing in our community to ensure a harmonious living environment for all residents. Additionally, the Commander approves the selection of Area and Building Coordinators and appoints them on orders.

Command Sergeant Major

The Garrison Command Sergeant Major (CSM) ensures our housing communities are safe, clean, well-maintained, and provides a positive environment for you and your family. The CSM acts as grievance arbitrator concerning housing issues, investigates complaints concerning hous-

ing conditions, mediates, and involves a civilian misconduct advisor as needed or forwards findings to the Garrison Commander. Additionally, the Garrison Command Sergeant Major:

- Oversees the Area/Building/Stairwell Coordinator Program
- Ensures enforcement of all housing regulations, rules, and policies
- Manages the Housing Ticket Program
- Provides clarification of housing standards
- Resolves disputes between residents
- Assists residents to ensure their housing needs are met

Housing Office

The Hanau Housing Office is responsible for managing and maintaining Government quarters, and assisting all residents with their housing needs. More specifically, the Housing Office:

- Assigns and terminates quarters for service members, family members, and civilian employees
- Maintains waiting lists
- Sets community housing standards
- Maintains common areas
- Provides self-help training, materials, and tools
- Provides refuse collection and recycling services
- Maintains and repairs quarters
- Notifies residents of major projects and utility outages

- Monitors disciplinary actions which could result in eviction from quarters
- Initiates evictions from quarters on behalf of the Garrison Commander
- Administers the Area/Building/Stairwell Coordinator Program
- Provides each resident with a Resident's Guide

Area/Building/Stairwell Coordinators

Each apartment building is assigned a Building Coordinator to assist the Housing Office to ensure community standards and resident's needs are met. A Building Coordinator assigns Stairwell Coordinators to assist in carrying out assigned duties. Building Coordinators are the liaison for the residents so that "common area" issues can be fairly addressed. The Housing Office identifies the senior ranking person in the building. Orders are prepared for the selected individuals and forwarded to the Garrison Commander for review and approval. The Garrison Command Sergeant Major, not the Housing Office, decides if a coordinator may be exempt from Area or Building Coordinator duties.

The Housing Office and Garrison CSM train the coordinators on duties and responsibilities, standards of resident conduct, and care of property.

Building Coordinators have the responsibility to ensure housing policies are enforced within their assigned area. They develop procedures to implement directives and ensure residents are aware of procedures. Also, they advise residents to prevent negligent or unsafe conditions and are available to assist residents with housing issues.

Stairwell Coordinators may be appointed by the Building Coordinator or an individual may volunteer to be the Stairwell Coordinator. The senior Stairwell Coordinators act on behalf of the Building Coordinators in their absence and ensure residents fulfill their responsibilities.

The Stairwell Coordinator familiarizes new residents with this Resident's Guide and the procedures within the building. The Stairwell Coordinator stresses the importance of friendly living and tolerance.

In leased housing areas located off the kasernes, an Area Coordinator is appointed with duties similar to those of Building Coordinators.

Coordinator Duties

Coordinator duties include directing and enforcing housing policies, helping residents with problems, clarifying housing practices and procedures, developing and preserving a harmonious group living situation, and overall responsibility of daily building life.

Coordinators are carefully selected and receive special training to assist residents in a variety of ways. They facilitate meetings, are a resource for housing information, and document policy violations. Among their most important tasks is helping residents feel that they all belong to a group or community that shares common interests, concerns, and activities.

The following is a brief description of the duties Building or Stairwell Coordinators perform. This list is not all inclusive.

- Disseminating information from the command on topics of security and fire protection.
- Welcoming new residents and orienting them with their responsibilities in the stairwell and building.



Cardwell Housing

- Resolving noise complaints and other disagreements between residents.
- Assigning responsibilities for cleaning common areas and grounds maintenance.
- Adhering to all rules and regulations for residing in Government quarters.
- Serving as the building Fire Marshal.
- The conduct of family members, guests, domestic employees, and pets.
- Harmonious and respectful living with other residents to include conduct that does not disturb neighbors.
- Reporting violations of this Resident's Guide, acts of vandalism, and misconduct to the Stairwell Coordinator or Building Coordinator, Housing Division, or Military Police as appropriate. Misconduct may be a reason for termination of Government quarters.

Resident Responsibilities

All residents to include service members, family members, and guests are responsible for observing housing policies and maintaining quarters and common areas. In general, residents assigned to Government quarters are responsible for:

- Maintaining parking areas, sidewalks, refuse collection areas, playgrounds, common areas, and the grounds within 50 feet or halfway between the next building, whichever is less.
- Participating in Spring/Fall Clean-up days as well as building clean-up events. Family members are also responsible for assisting during Clean-up. Refusals to assist in common area maintenance could result in loss of housing privileges.
- Storage of bicycles, carts, toys, etc., to avoid a hazardous or unsightly appearance.
- Pest and insect control for their quarters and outside areas, including lawns and carports.
- Cooperating with contractors or maintenance personnel.
- Practicing fire safety in and around their quarters. Residents may be liable for damages caused by negligence.
- Ensuring their quarters and the exterior are maintained during their absence (i.e., unaccompanied tours, deployments, deferred travel, and personal travel) according to the standards outlined in this guide.
- Providing the Housing Office with an emergency phone number and point of contact (POC) before departing the area.

All residents, to include service members, family members, and guests, are responsible for observing housing policies and maintaining quarters and common areas.

- Participation in the Separate or Recycle Trash (SORT) program.
- Proper disposal of refuse in accordance to the areas scheduled pickups.
- Cleaning of the premises both inside and outside in accordance with the Resident's Guide.
- Closing and securing all interior and exterior doors at all times.
- Reporting any needed repairs that are not resident self-help repairs to the Service Order Desk as soon as possible. This includes arranging access for maintenance workers after calling in a Service Order.
- Providing support to the Stairwell, Building, and Area Coordinators. ■



Fliegerhorst Housing Area

Housing Policies

in the housing areas

Quiet Hours:

The quiet hours for the USAG Hessen per German law are:

- 1 May–31 Aug. 1-3 p.m. & 9 p.m. to 7 a.m.
- 1 Sep.–30 Apr. 1-3 p.m. & 8 p.m. to 7 a.m.
- All day/night on Sundays & German holidays.



Housing Policies

Use of Quarters	Door-to-Door Sales
Supervision of Children	Yard Sales
Child Care	Resolving Conflict
Swimming Pools	Housing Ticket Program
Bike Helmets	Lock-outs
Guests	Pets
Noise/Quiet Hours	Wildlife
Renter's Insurance	Grills and Outdoor Equipment
Neighborhood Watch	Temporary Lodging Allowance (TLA)
Force Protection	Privately Owned Vehicles (POVs)
Stairwell Maintenance	Mandatory Assignment Government Quarters
Enclosed Storage Areas	Convenience Moves
Common Use Areas	Changes in Status
Kitchens	Changing Unaccompanied Tours to USAREUR
Laundry Rooms	Accompanied Tours
Health and Welfare Inspections	Winter Months
Alteration of Quarters	Holiday Lighting
Television	Heating
Antennas and Satellite Dishes	Energy Conservation
Business Activities	

The purpose of establishing housing policies is to enrich the living environment of our community members by ensuring a common set of standards for all residents to follow. The following policies on housing expectations and responsibilities apply to all housing residents and their guests.

Use of Quarters

Quarters are to be used by the sponsor, immediate family, and bona fide guests as their residents. Quarters, basement,

storage and, attic rooms may not be used for workshops or commercial business without prior approval from the Garrison Commander.

Neighborhoodly Spirit - Preparing for Redeployment



Supervision of Children

Children are our most valuable asset, and deserve to be cared for properly. They need rules and guidance to protect them and keep them safe. Children under the age of 12 must be supervised. "Supervised," means being cared for by a parent, guardian, a sibling aged 12 years old or more, a person outside the family 13 years old or over who has completed an approved baby-sitter's training course, or another person 15 years old or older.

Parents are responsible for their children even when they hire a baby-sitter to come to their home. They should exercise care in selecting a baby-sitter to ensure the sitter is mature and experienced enough to adequately supervise their children.

Parents are responsible for the behavior of their children. Parents are liable for the destructive acts of their children. Control will be exercised over children at all times.

Children are to play only in authorized playrooms or playgrounds and must be accompanied by an adult. Children are not authorized to play in or on stairwells, attic areas, washrooms, basements, balconies, drain pipes, or streets.

Damaging or defacing buildings, digging in or damaging landscape and lawn areas, and destroying picnic tables is prohibited. Children may dig in playground areas. Personal items such as bicycles, wagons, sleds, or other toys in entrances, stairwells, lawns, or hallways are prohibited. Personal toys must be removed from the playground area and lawn area after each use. Residents may not erect tree houses.

Children are prohibited from doing the following:

- Entering boiler rooms
- Climbing or damaging trees
- Playing in parking areas or streets
- Playing in or around refuse containers or refuse collection areas
- Playing on picnic tables
- Firing air rifles, pellet guns, or bow and arrows
- Interfering with grass cutting

- Interfering with work operations
- Throwing items off balconies
- Littering or destroying common areas

Parents will supervise children according to the following guidelines:

- Children 5 years and under will be attended at all times.
- Children 6-9 years of age will be provided indirect supervision.
- Children 10-12 years of age may be left alone for short periods of time not to exceed 2 hours.
- Children under 12 years of age will not be left alone after dark or after 7 p.m. hours.
- Youth from 13-16 years of age will not be left unattended for more than 4 hours.

If child abuse or neglect is suspected, it must be reported to the Social Work Services or Military Police Desk.

Child Care

Have you been asked to watch a friend's child for a few hours each week, but been afraid that you might have to become a Family Child Care (FCC) Provider? Have neighbors asked if you would take care of their children while they go on vacation for a week, but you weren't sure you were allowed? Family members may think they must be certified, when all they really want to do is help a friend. Good News! It is not - and never has been - the intent of Child Development Services to eliminate such 'good neighbor' favors.

The Army has a responsibility to balance the ability of families to rely on one another to meet their short term child care needs with protecting the safety and well-being of children. There is a difference between watching children a few hours each week and providing child care services as a profession. National studies show that specialized training and outside monitoring are two key indicators of providing quality care to children in regularly scheduled child care settings. Therefore, a 10-hour child care limit has been established to protect children from being in unregulated child care settings on an on-going basis.

Simply stated, the 10-hour limit means any family member living in Government quarters providing child care for more than 10 child care hours per week on a regular basis must be certified as a Family Child Care Provider. A 'child care hour' is defined as one child for 10 hours per week, two children for five hours per week, etc. Children from the same family count as one child. If you watch a friend's child all day once, but not on a regular basis, you do not need to be an FCC provider. If you watch one child one hour per day on a regular basis, but do not exceed the 10-hour limit per week, you do not need to be an FCC provider. So go ahead - it's OK to watch your neighbor's children - it's OK to be neighborly.

If you are interested in becoming a professional care provider, please contact the Child Youth Service (CYS) Liaison, Education, and Outreach Services (CLEOS) at (06181) 88-9144.

Swimming Pools

Only kiddy or wading pools are allowed. Parents must supervise children at all times while using wading pools. Additionally, water must be emptied from the pool after each use. Pools should not be stored in common areas.

Bike Helmets

The Department of Defense mandates that all bicycle riders and passengers, regardless of age, must wear an approved helmet, properly fastened, when riding on

the installation. Headgear must conform to standards set by the American Standard Institute or the Snell Memorial Foundation. An approved helmet can be identified by the safety seal/label on the helmet. A child under five years of age must wear an approved helmet and be in a seat attached to the bicycle when riding as a passenger.

Guests

You are allowed to have visitors in your quarters for a reasonable amount of time. Visits of more than 90 days requires an approved exception to policy by the Garrison Commander and a German Living Permit. Permission is granted for visitors to stay in your quarters only. It is important to know that quarters are used solely as a single-family residence for you and your command-sponsored dependents. Use of the premises for any other purpose, including the shelter of any additional number of persons, except as temporary guests is prohibited. Rental of your quarters, or any part of them, is also prohibited. Abuse of this policy will result in loss of quarters. Additional furniture will not be issued based on requirements of guests.

Service members who desire to have a non-dependent permanently reside in their quarters beyond 90 days, must submit an exception to policy prior to the individual's arrival. An approved request will not authorize an additional bedroom to accommodate the non-dependent family member or any other benefits or privileges to which the individual is not otherwise eligible. Additionally, guests that are not German Nationals will require a living permit from the German Government for visitation beyond 90 days. Contact Legal Assistance for information on obtaining a German Living Permit.

Residents are responsible for the conduct of their guest. Residents will inform the Stairwell Coordinator if a guest will remain in their quarters longer than 72 hours.



Noise/Quiet Hours

German laws apply both on and off the kasernes. One law requires residents to observe the German quiet hours. Excessive noise and mowing are **strictly** prohibited during quiet hours. Housing residents will ensure that noise is kept to a minimum during these hours. During the hours noted below, the noise generated within an apartment should not be audible to the residents of other apartments. Residents must ensure individual activities do not infringe upon the rights of others or degrade the overall quality of life at any time. The standard is, **“Each of us has the responsibility to ensure that our courteous behavior makes this community an enjoyable place to live and work.”**

Definition of loud music/noise:

- Inside quarters - music or other noises made loud enough to be heard by a neighbor or a person walking outside.
- Inside vehicles - music or other noises made loud enough to be heard by the residents of an adjacent vehicle or by pedestrians.
- In open areas - music or other noises made loud enough to be heard fifteen feet away from the source.

Vulgar, obscene language, whether spoken or contained on tapes, records, clothing, or other media is not acceptable when others are involuntarily exposed to it.

Renter's Insurance

Renter's insurance is an option that should be considered by all residents in Government housing on-post or leased, and private rental. Residents are responsible for any damages to personal items as well as damages to the quarters. Sponsors are ultimately responsible for their own actions and the actions of their family members and guests. The Government is not liable for personal property damage due to acts of nature such as lightning, storm damages, and floods.

Insurance companies offer discounts for non-smoking households, and for fire extinguishers and smoke detectors located on the premises. Evaluate different policies to ensure the proper type and amount of coverage. Policies exist for full replacement value of personal property or Actual Cash Value (ACU) policy which covers a depreciated value of personal items. Check with an insurance company representative for additional information.

Neighborhood Watch

The Safe Neighborhood Awareness Program (SNAP) is a neighborhood watch program aimed at improving the situational awareness of our residents.

SNAP helps us protect ourselves against terrorist and criminal threats and deters illegal acts. SNAP is a community-based, volunteer program that mirrors traditional “Neighborhood Watch” in many ways and is run in coordination with military and civilian police officials.

Community leaders and volunteers tailor each program to address local concerns and target all community members. SNAP volunteers patrol housing areas but do not intervene or take unnecessary risks. The program focuses on improving reporting skills and developing and sustaining situational awareness. The program also

strengthens community bonds by encouraging neighbors to get to know one another. It is easier to recognize suspicious activities if you know your neighbors and they know you.

By widely disseminating force protection and crime prevention information, SNAP increases awareness and observation skills, provides better information to the Military Police, thereby reducing a community's vulnerabilities.

For more information on SNAP, contact the SNAP Coordinator at (06181) 180-2536, 2315.

Quiet Hours:

The quiet hours for the USAG Hessen per German law are:

- 1 May–31 Aug. 1-3 p.m. & 9 p.m. to 7 a.m.
- 1 Sep.–30 Apr. 1-3 p.m. & 8 p.m. to 7 a.m.
- All day/night on Sundays & German holidays.

Watch for, and report, the below suspicious activity or other suspect acts to the military police.

- People asking, screaming, or shouting for help.
- Someone appearing to be in distress or danger.
- Unusual noises.
- Property being taken out of houses or buildings by strangers where no one known is at home, or the business/activity is closed.
- Vehicles moving slowly with no lights or no apparent destination.
- A stranger running through the neighborhood.
- A stranger taking pictures.
- A stranger sitting in a car or stopping to talk to a child.
- Persons appearing to hide their activity.
- Incidents such as fires, and other activity that may require an emergency response.
- Vandalism, to include graffiti, broken windows, doors, and other unsafe property.
- Abandoned cars.
- Someone you don't know looking into windows and parked cars.

Force Protection

The safety and security of our community residents is priority one. **Practice FORCE PROTECTION and ensure all stairwell entry/exterior doors are closed and secured at all times.** Report suspicious activity immediately to the Military Police. Practice Operation Security (OPSEC); don't discuss security issues outside the workplace or shop. Listed below are some helpful tips regarding Force Protection.

- Never open suspicious packages with incorrect spelling, protruding wires, no return address, or unknown address.
- Don't give out family travel plans to strangers or persons who do not need to know.

- Don't open doors to strangers, including unexpected delivery or service personnel, especially during evening hours.
- Shred or destroy personal papers with sensitive information.
- Always lock car doors when unattended.
- Report suspicious vehicles and personnel. Take note of license plates and a description of persons and vehicles for local authorities.
- Parents should "buzz" their child in and not allow children to prop doors open during playtime.

Stairwell Maintenance

Keep stairwells and entrances free of all debris and other materials which may constitute a safety hazard. Bicycles, strollers, grills, mops, boxes, and toys should not be left in the stairwell.

Enclosed Storage Rooms and Cages

Storage areas/rooms are for the exclusive use of the resident. Please keep storage areas clean, neat, and orderly at all times. **Government furniture will not be stored in storage areas/rooms.** Storage areas/rooms will be cleaned and cleared



Storage Areas

upon termination of quarters. Items stored in common storage rooms will be identified with the owner's name. Motorcycles may not be stored in the storage room or common areas.

Under no circumstances is storage of personal property allowed in any portion of the building other than storage rooms/cages or the resident's apartment. Personal items stored in unauthorized areas such as attics, basement hallways, transformer, utility, boiler, maid or mechanical rooms will be removed without notice.

Important Note

The basement storage rooms in the stairwell apartments are high-risk flood areas. DO NOT store items that can be damaged by water in the basement storage rooms. Ensure the exterior basement door areas are clean and free of leaves and debris. This will help prevent the flooding of drainage ducts and basements, thus, preventing a loss of personal property.

Please be aware that basement drains can and do back up. Use the basement for storing items only, and place those items on wood pallets from CFMO (Subject to availability) to prevent water damage. Basements are not to be used as living and sleeping areas.

Common Use Areas

Common use areas in Family Housing are shared by all building residents. They include, but are not limited to, kitchens and TV rooms in Unaccompanied Personnel Housing (UPH); hallways, stairwells, lounges, storage areas/rooms, laundry rooms, and grounds within 50 feet of the building or area halfway to the next building. Residents will not store personal property of any kind in common use areas not specifically designed for such use; to include brooms, shovels, bicycles, motorcycles, and boxes. Housing residents are responsible for common areas in their building. The duties include, but are not limited to, cleaning common areas inside and outside the building, weeding flower beds, and trimming shrubs surrounding the building. When the sponsor is absent



Kitchen in Apartment Building

(leave, TDY, field duty, deployment, etc.) the family members are responsible for the maintenance of the common areas. Damage to common areas will be reported immediately to the Building Coordinator.

Kitchens

Residents will keep kitchens are kept clean and free of empty boxes and general litter. Storage of any item not related to cooking or dish and pan cleaning is prohibited. Range, cabinets, refrigerators, and kitchen sinks, etc., will be cleaned after every use. Garbage cans will be emptied daily.

Laundry Rooms

Laundry rooms are for the exclusive use of residents. Residents will keep the laundry rooms clean and free of all empty laundering packaging (cartons, bottles, dryer tow-elettes, etc.). It is important to remember that this is a sensitive area among other residents. Care and consideration of others should be exercised when utilizing washers and dryers. Families should refrain from occupying all machines at once. Residents must remove clothing from appliances after the completion of washing and drying cycles. Storage of any item not pertaining to laundering is prohibited.

Washers and dryers will be cleaned after each use. Laundry rooms will be policed immediately upon completion of each laundry session. Remember to clean the lint traps in the washer and dryer after each use to avoid a fire hazard. For Force



Laundry Facility

Protection measures, laundry rooms will be secured when not in use.

Attic/Maid Rooms – Access to these areas is unauthorized due to fire and safety regulations.

Health and Welfare Inspections

Residents are responsible for maintaining their quarters in a sanitary, habitable condition. The Garrison Commander may authorize a sanitation inspection of any quarters alleged to be a health hazard. The Housing Facilities Maintenance Branch will conduct investigations of written reports or complaints of unsanitary conditions.

When a complaint of unsanitary conditions is reported, the Housing Office notifies the Garrison Commander, the sponsor's unit commander, and the Health Clinic. The unit commander schedules an inspection of the quarters. Inspections are conducted by a team consisting of representatives from the unit, Housing Office, and the Health Clinic. The resident is given minimal notice of the inspection to preclude an attempt to clean the quarters prior to the inspection. During the inspection, the resident is given instructions on how to maintain the quarters to acceptable standards. A reinspection of the quarters is then scheduled to ensure compliance.

The Garrison Commander will refer disciplinary problems to the sponsor's unit. If necessary, the sponsor's assignment to quarters and early return of dependents may be initiated involuntarily. Parents may also be charged with child neglect if quarters are not maintained in a sanitary condition.

Quarters Alterations

All alterations, modifications, or changes of any existing structure, including painting and/or moving of installed property, must have prior approval by the Housing Manager. Requests should be initiated in writing and forwarded to the Housing Office for processing. Government funds will not be used for installation or removal of alterations that would normally be performed by residents to meet their personal needs. Examples are shelving for personal items, ceiling fans, wallpapering, and installation of wall-to-wall carpeting.

Television

Residents residing on-post receive free AFN cable channels. Those channels are AFN Europe, AFN Pacific, AFN Sports, AFN News, and AFN Spectrum. Additional channels may be purchased through TKS Cable Services. Unfortunately, American cable services are not available to those residing in most Government leased or private rental housing units off the kasernes. However, satellite TV is available for purchase or rent through AAFES. AFN stations can be picked up by antennae in some areas. Questions concerning service or repair can be directed to TKS at the Wolfgang PX or dial (0180) 4857762 or (0631) 352200.

Antennas and Satellite Dishes

Installation of radio and TV antennas, to include satellite dishes, air conditioners, ceiling fans, light fixtures, and chandeliers, on or in quarters requires permission from the Housing Office. Please forward all requests for equipment installation to the Housing Office for approval prior to installation. If approved, installation may

be performed by the resident or the resident may hire a contractor. Installation is subject to inspection and approval by the Directorate of Public Works. Cost for the installation, maintenance, inspection, and property restoration will be borne by the resident.

Amateur radio operators will ensure antenna installations do not cause interference with the other residents' radios, TVs, or stereo sets and must obtain an appropriate license or permit.

Satellite dishes may not be installed on window frames, door frames, or exterior walls. Service member will be held liable for damage to the housing unit or structure.

Satellite dishes may be setup on the balcony or patio using sturdy tripod. Satellite dishes may be installed with a clamp on existing window bars or existing holes from removal of window bars may be used for mounting. No additional holes may be drilled.

Business Activities

Operating a home-based business in Government quarters requires an approved exception to policy. The business must be in the interest of the installation's quality of life, must not detract from installation operations, and may be subject to host nation tax and business licensing laws.

The only permissible home-based businesses are those that provide a service, such as accounting, tax preparation, graphics, sewing, music, dance and art lessons, word processing, tutoring, child care, nail, and hair styling. Authorized service businesses involve the application of a skill and do not involve the sale or resale of commercial products. Service should not be confused with goods or products.

Contact the Garrison Adjutant for information on operating a private business from your quarters.

Door-to-Door Sales

Due to increased security within this community, door-to-door sales and solicitation are prohibited. This policy applies to all

private organizations and commercial businesses with no exceptions. The establishment of this policy is not to hinder profit making, but to ensure the safety of the community as a whole.

Organizations may conduct sales in public areas and facilities. However, permission to sell products and services as a fundraiser must be obtained from the Private Organization Coordinator of the Garrison's Directorate of Morale, Welfare, and Recreation (MWR).

Failure to comply with this policy may result in the following actions:

- Written warning of the violation to the resident or sponsoring organization.
- Disapproval of resident's organization/business to operate in the USAG Hessen footprint.

Yard Sales

Yard or lawn sales are permitted. We only ask that you remove any signs used for advertising your sale upon completion of the event.

Resolving Conflicts

Conflicts and concerns that arise in community living should be resolved as quickly as possible. If you have an issue or concern with your neighbor, you should first attempt to resolve the conflict in a respectful manner. If your personal attempt to resolve the issue fails, contact your Stairwell, Building, or Area Coordinator for assistance. If unable to resolve the problem, the Stairwell, Building, or Area Coordinator will elevate the problem to the Housing Office. If necessary, the Garrison Command Sergeant Major or Commander will intervene after all other means have been exhausted. It's important to remember that the community support chain (CSC) exists to serve you and ensure issues are resolved at the lowest level possible. First contact your neighbor, then the Stairwell Coordinator, Building Coordinator, Area Coordinator, and Housing Office in that order when trying to resolve an issue or conflict.

The Directorate of Public Works Customer Affairs Advisor is also available to assist

with resolving concerns in the correct and prescribed manner when assistance is necessary or desirable. The Directorate of Public Works Customer Affairs Advisor may be contacted at DSN 322-8320 or civilian (06181) 88-8320.

Housing Ticket Program

The intent of this program is to improve the quality of life for housing residents by documenting resident violations and establishing an avenue for corrective action through the Community Support Chain Building Coordinator Program. All residents, to include family members and guests, are subject to the Housing Ticket Program.

Compliance

Failure of residents to comply with the regulations and policies governing housing, or not obeying direct orders issued by officials of the community support chain, misconduct, and flagrant violations of accepted standards by the sponsor, family members, or guests may result in termination of family quarters and/or disciplinary actions.

The issuance of three violation tickets in a six-month period or violation of a serious nature may result in termination of Government quarters.

Housing Ticket Program Guidelines

Stairwell, Building, and Area Coordinators use the following guidelines in administering the Housing Ticket Program:

- Verbally counsel first-time offenders of subject rules and policies that apply in general, and specifically citing those that have been violated.
- Issue violation tickets for subsequent offenses and again verbally counsel the offender.



Duplex Housing at New Argonner Kaserne

- Notify the Garrison CSM upon issue of the third violation ticket for consideration of disciplinary action.

Family members will not act in the capacity of the appointed Stairwell, Building, or Area Coordinator; nor will family members issue tickets or instructions in the name of the member of the Community Support Chain of Command.

Distribution and Notification

One copy of the violation ticket will be issued to the service member of the violating household. If the service member is not present, the ticket will be given to a family member of the Soldier.

Copies of the ticket go to the Housing Division and the Garrison CSM. Also a copy of the ticket is maintained by the Building Coordinator for future reference.

The Garrison CSM will be notified when a soldier has been issued three tickets for non-compliance with the established policies.

When Building Coordinators are officially relieved of Building Coordinator duties, they will turn in all copies of written tickets to the Housing Office.

The Housing Ticket Program is not intended to replace investigation of criminal acts by the Military Police. When allegations of criminal misconduct are raised, the matter must be promptly reported to the Military Police. Building and Area

Coordinators will not investigate possible crimes.

Lock-outs

During the day, residents may contact the Housing Office for access to the quarters with proper identification. After duty hours, residents will report lock-out problems to the Base Operations Services (BOS) Emergency Work Order Desk, DSN 115 or civilian (06181) 88-115.

Emergency lock-out procedures have been established to provide residents with fast and efficient service in getting their quarters unlocked. The procedures outline liability as verified by the locksmith's visual inspection and knowledge of emergency lock exchanges.

Pets

No other subject provokes more complaints and emotional reactions than the problems with pets in Government housing areas. Ownership of a pet within Government housing is a privilege and may be revoked by the command if the owner fails to control and properly care for the pet.

You are limited to no more than a combination of two cats or dogs. Small caged animals, such as birds, hamsters, gerbils, guinea pigs, etc. are also authorized pets. Breeding for the purpose of financial gain is unauthorized. If litters occur, they may be kept for a maximum of 90 days. Wild animals such as skunks, raccoons, opossums, foxes, ferrets, reptiles, monkeys, and other exotic animals that are normally found in a zoo are not allowed within Government housing.

The problems with pets center around barking dogs, pets not on leashes, and pet excrement on lawns. All are legitimate concerns. The pet excrement on lawns poses a very real health and sanitation problem. Children and adults both are likely to step in the excrement and track it through entrance ways and into individual houses.

Residents will immediately clean up pet excrement and dispose of it properly. Use a plastic bag to cover your hand, pick up the droppings, and dispose of the bag and the droppings all at once. Maintaining pet walk areas is the responsibility of pet owners. Pets will not be allowed to relieve themselves:

- Inside buildings.
- On balconies.
- Within 50 feet of housing buildings.
- At playgrounds.
- In the immediate vicinity of walkways.

All pets must be on leashes; this is not an option. Your pet is not allowed outside if it is not leashed. This is for the protection of you, your neighbors, and your pet. An animal that bites or claws someone can end up costing you a great deal of money and can result in the pet being impounded.

We realize that cats are independent animals and there is a general belief that cats can't be put on leashes. However, that is not true. Unattended cats are notorious for their attraction to playground areas. They choose to use the sand there as a litter box and pose a problem to children and dogs.

There is little doubt that a dog barking all day or all night can be a real nuisance to your neighbor. Start training your pet early that constant barking is not permissible. Try playing a radio quietly if you are gone so the pet does not feel alone. Exercise



Pets Must be Properly Cared for at all Times

your pet regularly and make sure the pet has plenty of food and water. Often dogs bark out of boredom, so spend some time with your animal.

Owning a pet is a responsibility and a pleasure. The responsibility cannot be overlooked. When people live together as they do in Government quarters, more consideration for one's neighbors is necessary. While it can be difficult to properly care for a pet, if all adults are working, it does not negate the owner's obligation to the animal and to the neighbors. Please be a considerate pet owner. You may be required to vacate your quarters permanently or remove the pet from the housing area if you fail to properly handle this responsibility.

Pets will not be kept in a fenced area or secured on tethers or chains. Additionally, pets are not to be secured to trees, shrubs, privacy fences, or buildings. Balconies will not be used for pet holding areas or kennels. Furthermore, pets are not allowed in the laundry rooms and will not be locked in a spare room belonging to any apartment. Pets will not be housed or locked in storerooms or basement rooms or left in common areas, on balconies, or stairwells.



Pets Must be Leashed at all Times.

Pets must be vaccinated against rabies upon reaching three months of age and on an annual basis. Rabies vaccinations may be obtained from the Veterinary Clinic or a local veterinarian. Owners must register pets with the Veterinary Clinic within **two weeks** of acquisition or arrival in the command. The owner must, upon request, present evidence that the pet is currently vaccinated. Pets must wear the issued vaccination tag.

Pet owners residing in Government housing are **subject to host nation laws** governing the treatment of pets. German law, **USAREUR, 7th Army, and this Command** prohibit neglect and abusive treatment of animals. **Neglect and abusive treatment is defined as any act or omission whereby an animal's physical or psychological well-being is compromised.** Punishment for violation of the German laws can be in the form of fines or actual removal of the pet from the owner's possession. In cases where owners are negligent in pet care or supervision, immediate action will be taken to have the pet removed from the area, when appropriate. Pet neglect and abuse are subject to severe penalty and fines to include actions under the Uniform Code of Military Justice (UCMJ) and civilian misconduct.

German law imposes **absolute liability** on the animal owner or keeper for damages to public or private property, and personal injury. Liability insurance for pets may be purchased. Have the policy reviewed by the Staff Judge Advocate.

The pet owner is responsible for the pet's behavior. Animals that habitually bite, scratch, attack, or otherwise threaten other residents or guests without provocation are a community health menace and will not be tolerated. A severe incident is cause for removal of the offending animal, regardless of the number of incidents. Residents whose pets become a public nuisance or menace will be directed to remove the pets from housing and/or be subject to disciplinary or administrative actions including eviction from their assigned quarters.

Pets are not to be left unattended for any extended period of time, and no more

than 10 hours. Leaving pets unattended for more than 10 hours could be construed as neglect. **Residents are responsible** for making arrangements for the care of their pet when they are absent for an extended period of time to include TDY, deployment, or leave.

Abandonment of domesticated pets is a **violation of USAREUR Supplement to AR 40-905**. Owners that abandon their pets are **subject to action under the Uniform Code of Military Justice (UCMJ)**, and are **responsible for all costs incurred** by the Government for the transfer, care, custody, and final disposition of the animal.

Complaints of improper control of pets should be reported to the Stairwell/Building/Area Coordinator or the Housing Office. Incidents involving bites or other dangerous acts may be reported directly to the Military Police. Investigation of complaints, when appropriate, will be forwarded to the Military Police and Garrison Commander for action. Copies of formal complaints will be provided to the owner's commanding officer for necessary action.

A health and welfare sanitation inspection maybe conducted of any apartment alleged to be substandard in cleanliness, odorous, or in which a pet has apparently been abandoned. Entry into the quarters will be in the presence of the sponsor or an adult family member unless immediate entry is required to prevent damage or destruction of Government property, or the pet's welfare is in question.

Wildlife

We share our kasernes with a variety of wildlife to include deer, wild pigs, foxes, and a huge population of rabbits. **Please do not bother the animals.** Contact the Housing Office if wildlife becomes a nuisance or danger. Hunting and fishing require a license and permit. Contact the Directorate of Morale, Welfare, and Recreation for information on hunting and fishing courses.

Grills and Outdoor Equipment

Grilling and barbecuing on balconies in the housing areas is strictly prohibited.



Grilling on Balconies is Prohibited

The use of barbecue grills is only allowed outside and away from the building, where smoke will not bother the neighbors. Barbecue grills will not be left unattended or stored on balconies. At no time will outdoor items such as tents or camping equipment be allowed to remain in wooded areas adjacent to or in housing areas more than seven days. Any such items found not properly stored, will be considered junk and subject to disposal at the resident's expense.

Temporary Lodging Allowance (TLA)

TLA reimburses service members for the cost of occupying temporary lodging facilities (transient accommodations on- or off-post) and meals upon arrival while seeking permanent quarters or upon termination with Permanent Change of Station (PCS) orders.

Incoming service members with concurrent travel are entitled to TLA (up to 60 days) while waiting for quarters or private rental housing. TLA authorization stops upon assignment to Government quarters.

Service members on deferred travel are not entitled to TLA. When there are no accommodations in the senior enlisted bachelor quarters or single officers quarters, TLA may be initiated by written request to the Housing Division. Unit sponsors have no authorization to start TLA.

Incoming personnel whose family members travel without dependent travel authorization and family members leaving on Early Return of Dependent orders are not authorized TLA.

Outgoing service members from Government-controlled quarters are entitled up to three days maximum outgoing TLA. Transportation, household goods pick-up, flight dates/times, and Central Processing Facility (CPF) final appointments must be coordinated to comply with this policy. Linen is not provided by any Government agency. Therefore, you must plan accordingly to mail or pack your linens upon expected of termination of housing.

Privately Owned Vehicles

Car/Motorcycle Parking

One parking space is assigned to each family. All extra parking spaces will be identified for visitors. Multiple car owners may park extra cars in the visitor parking spaces when available. Visitor parking will be on a first-come, first-serve basis. Residents must instruct visitors to respect parking policies.

Non-operational vehicles will not be parked in housing areas, where they block access to trash containers, driveways, fire hydrants, or other safety devices. Vehicles may not be parked on lawns or seeded areas.

German law prohibits parking with the wheels on the curb unless space is adequate to provide passage by a handicapped person in a wheelchair. The Military Police will respond to the request of Building Coordinators to cite parking violators.

Parking spaces are numbered and painted by the firm BOS GmbH not the residents. The Housing Division will determine when parking spaces are repainted.

Trailer or Recreation Vehicle Parking

There is not sufficient parking in the housing areas to allow parking of privately owned trailers or recreational vehicles. Owners who are found in violation will receive a notice from the Provost Mar-

shals Office requesting that the trailer be moved within 24 hours or it will be impounded. Rules for parking recreational vehicles are similar to trailers unless the recreational vehicle is the primary family source of transportation.

Vehicle Repairs

Automobile/Motorcycle repairs are not authorized in family housing, leased housing, unaccompanied personnel housing areas, streets, or parking areas. Any repair with the possibility of drainage or spillage of gasoline, oil, or other lubricants (POL) on the ground is not permitted. The vehicle owner may be held personally liable for the total cost of environmental cleanup for any spill. Minor maintenance vehicle repairs may be made in place. Draining of oil, grease, anti-freeze, brake fluid, etc., on the streets, parking areas, and lawns is prohibited. Residents are advised to use the Auto Crafts Shop at Grossauheim Kaserne or have maintenance performed by a certified mechanic in a garage. Certified garages can properly dispose of used vehicle parts such as tires, batteries, shocks, as well as POL products. Old car parts may not be disposed in regular or bulk trash containers.



Vehicle Repairs are Only Authorized in the Auto Craft Shop

Washing Vehicles

Vehicles may be washed in housing areas using clean water without soap. Water hoses may only be used when the hose is equipped with a spray attachment that does not permit continuous running of the water. Otherwise, some type of a container must be used to hold the water when washing the vehicle. The engine or the “underside” of the vehicle may not be cleaned. Washing of privately owned vehicles in housing areas is permitted only if all the following conditions are met:

- The vehicle is in a paved resident parking space (not on the grass or on a road).
- The parking space drains to a storm sewer inlet and not onto the grass.

Abandoned Vehicles

The control of abandoned privately owned vehicles (POVs) is necessary to prevent vandalism and the creation of eyesores. A POV found in on-post or off-post housing will be subject to the abandoned vehicle procedure under the following circumstances:

- License plates are not affixed to the vehicle.
- Registration has expired.
- The vehicle is unattended or disabled adjacent to a roadway or trail more than 72 hours (excepting safety hazards, which will be removed sooner).

The Military Police will tag vehicles found abandoned and owners will have 72 hours to register or dispose of the vehicle. Vehicles left abandoned after notification are subject to disposal by the Garrison. Owners may be charged a towing fee and disposition fee.

Inoperative vehicles should be stored in the MWR Auto Craft Shop storage lot at Grosauheim Kaserne. The Auto Craft Shop can also assist you in disposal of your POV for a small fee.

If deploying, unneeded vehicles should be stored in your unit’s POV storage lot.

Speed Limit

The posted speed limit is 20 km/h (about 15 mph) for on-post housing. If you own a motorcycle or motorbike, we urge you to be particularly careful to obey the laws.

All drivers should keep in mind that there are many children within the housing areas. Please observe all posted speed limits, traffic laws, and drive carefully.

Winter Months

Any accumulation of snow/ice on exterior stairs, sidewalks, driveways will be removed daily. Snow shovels, sand, and salt can be obtained at the Self-Help Stores.

All water hoses must be detached from outside faucets from 1 Nov. to 1 Apr. Frozen water pipes could easily result in broken water lines and flooding. These damages may be charged to the responsible residents.

Holiday Lighting

Christmas decorations may be displayed throughout the housing areas during the holiday season. When using holiday lighting, care must be taken to ensure safety, and prevent damage to homes.

- Lights or other holiday decorations will not be stapled or nailed to any part of the housing structure.
- Exterior lights and extension cords should be designed for outdoor use and contain a factory label indicating Underwriter Laboratory (UL) approval. The exterior extension cords should also be heavy duty.
- Routing extension cords through windows or doors is prohibited.
- Exterior lights should be plugged into existing outdoor outlets, which are equipped with Ground Fault Circuit Interrupters (GFCI).
- To conserve energy, holiday lights will be lit only from 6 p.m. to 10 p.m. and will be removed by the second week in January.

Heating

Heating is centrally controlled and normally not provided during the period 1 May through 30 September. Heat will not be supplied unless the average daily outside temperature is below 60 degrees Fahrenheit for 48 consecutive hours. The authorized maximum temperature within the quarters

is 72 degrees Fahrenheit. Before calling the service order desk to report the lack of heat within the quarters, check whether the temperature is below this level. Routine heating equipment maintenance is conducted annually by the Directorate of Public Works.

Energy Conservation

As a family housing resident, we need your assistance in conserving energy. Fewer dollars and rising utility costs demand that all of us do everything possible to conserve energy. The money spent for utilities means there is less money available to improve and operate family housing. Each unit's energy usage is tracked and monitored. Families using excess energy may be contacted. Some practical ways to save on energy are:

- Have leaky faucets repaired immediately so energy is not used to heat wasted water.
- Use cold water to run garbage disposals.
- Turn-off the heaters when you leave the quarters.
- Keep windows and doors closed during the winter months, except to air quarters for 10 minutes per day. There is no need to have a window open and the furnace running.
- Don't block radiators.
- Run your dishwasher only with a full load and let them air dry rather than going through the drying cycle.
- Don't leave lights on or appliances running when they are not in use. Clean the light bulbs and lamp shades at least monthly. Dust accumulates and decreases the amount of light given off by the bulb.
- Wash only full loads of clothes.
- Use the Self-Help Center to obtain caulking to seal around leaky windows and doors.
- Regularly defrost manual-defrost refrigerators and freezers. Don't let the frost build up to more than one-quarter inch.
- Keep the lint screen in the clothes dryer clean; it can decrease the efficiency of the appliance and is a fire hazard.

- Keep the cooling coils on the back of your refrigerator dust free. Vacuum them with the brush attachment or wipe gently with a soft cloth.

- Repair leaky toilet tanks, or call in a work order.

- Microwave meals when possible.

- Take showers instead of baths.

- Purchase dual voltage electrical equipment to save energy on use of transformers.

- Do not use the oven for space heating purposes. Portable electric (all types) space heaters are not permitted or authorized for use in Government quarters.

- Promptly report all malfunctions of utility systems (faulty electrical switches, broken windows and leaking faucets) to the Service Order Desk.

- Open windows as required for apartment ventilation during the heating season to prevent mildew, especially after each shower.

By following these guidelines, the money saved on energy for the Installation could be significant. Additionally, the Public Works contractor won't be called out unnecessarily.

Mandatory Assignment to Government Quarters

Personnel will be assigned to housing adequate for their grade and bedroom requirement in accordance with AR 210-50 and USAREUR Supplement 210-50, except in cases of military necessity. Assignment will be based on one bedroom per child.

Mandatory assignment will be made for all incoming personnel, regardless of rank. Service members will be informed of housing availability and procedures for mandatory assignments upon application for family housing. **Service members refusing to occupy Government housing will be advised, in writing, that housing allowances will be forfeited as long as adequate housing is available for their grade and bedroom requirement.**

If service members move off-post without a certificate of non-availability, Overseas Housing Allowance (OHA) will not be authorized and Soldiers will only receive their Basic Allowance for Housing (BAH).

Personnel who make commitments for economy housing (after receipt of PCS orders) without first reporting to the gaining Housing Office, will not be authorized OHA unless Government controlled housing was not available within 60 days of their arrival.

Mandatory assignment will not be made if the service member has less than six months duty time remaining at the installation.

Authorization to reside off-post will be granted only under the following conditions:

- Government controlled quarters not available within 60 days of arrival.
- Approved exception to policy based on documented medical or other conditions that make Government quarters unsuitable.

Convenience Moves

When a service member requests to relocate to other quarters, it may be considered a move for the convenience of the individual and not a Government-directed move; therefore, any cost incurred as a result of this relocation will be borne by the service member.

If approved, the service member is not placed in a priority status for housing and must abide by waiting list policies.

In addition, the Housing Office will work to accommodate the family's needs but cannot guarantee a housing area or unit of preference. Governing regulations state that a service member will be assigned to the first available unit within the grade and bedroom category. Some reasons for relocation request may be:

- Relocation to larger quarters due to an increase in family size. An exception to policy memorandum will be submitted through the Housing Division for quarters prior to the birth of the child. The request

must include a doctor's statement with the expected delivery date. A Birth Certificate will be required prior to the actual reassignment of quarters.

- Relocation due to promotion. The request must include promotion orders or documentation with your promotion sequence number.

- Relocation based on Exceptional Family Member Program (EFMP) or medical reasons, other than pregnancy, the following is needed:

- a. Statement from the Health Clinic Commander (a letter from the primary physician, military or civilian, will not be accepted.)
- b. Exception to Policy memorandum. See example memorandum formats at the back of this Resident's Guide.
- c. Verification from the EFMP Office of enrollment in the EFMP program.

Changes in Status

Sponsors must notify the Housing Division of any change in family status. This includes:

- Early return of family member(s).
- Absences of family member(s) for more than 90 days.
- Family member(s) no longer residing with sponsor.

Additionally, sponsors must report all length of tours changes to include the following:

- Extension
- Curtailment
- Reassignment to another unit
- Change in rank
- Increase/Decrease of family members

Be aware that some status changes may affect your eligibility to retain quarters. However, the Housing Office will assist you in obtaining alternative housing arrangements when possible. Soldiers may become ineligible to retain quarters when:

- The sponsor or dependents no longer reside permanently in quarters over 30 consecutive days.

secutive days; 90 days in case of death of sponsor.

- Sponsor is absent without leave or is dropped from the rolls. Sponsor's unit will be responsible to clear quarters.
- Divorce is finalized and sponsor does not have court-appointed custody of the children.
- Authorized retention of quarters has expired.
- The sponsor is convicted of an offense which requires the sponsor to register as a convicted sex offender.
- The sponsor is punitively discharged or imprisoned for one or more years.

Termination of Government quarters for residents losing eligibility for Government quarters will include input from the sponsor's chain of command and will be at the discretion of the Garrison Commander. Termination of Government quarters becomes effective immediately upon notification or as stated in the eviction notice. Service members may appeal a decision to terminate their assigned family housing to the Garrison Commander. The chain of command will recommend, in writing, what action on the appeal should be taken by the Garrison Commander. The decision of the Garrison Commander is final.

Changing Unaccompanied Tours to Accompanied

In most cases, service members serving in USAREUR on an unaccompanied tour can change to a "With Dependents" tour and relocate their families to Europe with full PCS move entitlements. To start the process of changing to a "With Dependents" tour, the Service Member must visit the units Retention NCO, who determines if the Service Member has enough time in service remaining to meet the DEROS date adjustment, and if required, executes an extension of the Service members ETS date. The next step is for the Service Member to visit their unit S1 Personnel Administration Center (PAC) to request a "Change of Tour," and apply for Command Sponsorship of

their family members. Once these two actions are approved, family members can relocate to the sponsor's duty location in Europe. The family at home will need to go to their nearest Medical Treatment Facility for shots and medical clearance. To make travel arrangements, the servicing travel office will need no-fee passports for family members. No fee passports can be obtained from the passport office at the nearest installation to the family.

The opportunity to change from "All Others" to "With Dependents" tour option also applies to any service member who elected an "All Others" tour for personal reasons but has brought family members to USAREUR at their own expense without requesting prior approval. These service members have the option of requesting a tour change from "All Others" to "With Dependents" with command sponsorship. Note that reimbursement of travel expenses is not authorized for the family members who traveled from CONUS to USAREUR at their own expense without prior approval. However, upon subsequent approval of command sponsorship, service members become eligible for Government paid return transportation of family members and household goods when they PCS to a new duty station stateside.

Service members with family member(s) enrolled in the Exceptional Family Member Program (EFMP) must request a Change of Tour and Command Sponsorship through their chain of command to 1st PERSCOM and include all applicable medical and educational documentation for family member(s). 1st PERSCOM will coordinate with the European Regional Medical Command (ERMC) and with the Department of Defense Dependent Schools-Europe (DoDDS-E) to ensure that appropriate medical care and educational opportunities are available at the military community where the Soldier is assigned.

Soldiers choosing to change their tour option will automatically serve the longer of the prescribed "With Dependents" tour of 36 months or 12 months from the date the Command Sponsorship of the Soldier's family members is approved. ■

Refuse / Recycling

in the housing areas



What Belongs in the Different Containers?

1. Biological Containers - brown, black, or dark green containers:
 - All biological waste from the kitchen and the garden (tree trimmings smaller than 10 cm)
2. Paper (Altpapier) Containers - blue containers:
 - All sorts of paper and cardboards
 - Metal or plastic objects must be removed
 - No paper with waxed lining
 - No heavily soiled paper
3. Packaging Containers - yellow containers/bags:
 - All sorts of plastic or metal packaging material and other packaging material like milk cartons
4. Glass Containers (Altglass):
 - All kinds of glass sorted by the color

Refuse and Recycling

Separate Or Recycle Trash Program (SORT)

- Biological Containers
- Paper Containers
- Packaging Containers
- Glass Containers
- Household Refuse

- Hazardous Waste
- Batteries
- Household Hazardous Waste
- Individual Refuse Containers
- Recycle/Bulk Trash Centers
- Empty Moving Boxes
- Litter

Separate or Recycle Trash (SORT) Program

SORT is a program to minimize “trash generation” and to recycle refuse. German law mandates recycling and thus, all residents must participate in the SORT program. Residents are required to Separate or Recycle Trash (SORT) such as paper, cardboard, glass, plastic, and metal cans. Ensuring our children understand and participate in SORT is a great gift we can give to future generations.

In the Hanau Military Community there are two refuse pickup systems. Sportsfield and Coleman Housing areas have the colored dumpsters. All other housing areas have an individual refuse containers (IRC) and a Recycle Center. All areas have a bulk trash pickup area.

To dispose of trash items such as metal, rocks, dirt, wood, Christmas trees, or large items in housing communities, contact the Operations and Maintenance Division of the Directorate of Public Works at DSN 322-8440, 8770 or (06181) 88-8440, 8770.

Please respect and comply with the community SORT program by placing household trash into the designated dumpster/individual refuse containers. Place trash in bags and seal the top prior to disposing of them in the dumpster/IRC.

Parents need to ensure that if young children are taking out the trash or recyclable items, that the child can reach the dumpster lid to open it, place the trash in the dumpster, and close the lid. The child must also be able to clean up any mess they may have caused when disposing of the trash. All housing residents have a shared responsibility to keep the Recycle Centers clean.

Biological Containers (Government leased and economy housing) - brown, black, or dark green

- What Belongs in the Biological Containers: flowers, egg shells, feathers, garden waste, tree trimmings smaller than 10 cm, vegetable waste, coffee grounds, tea grounds including bags and filters paper, hair, potato peelings, bones, paper towels, nut shells, and small pieces of white non-

Recycle Center



glossy paper. Food scraps may be placed in brown paper bags, such as those used by the Commissary or wrapped in newspaper.

■ **What Does Not Belong in the Biological Containers:** waste oil, aluminum foil, ashes, cellophane, freezer paper, feces, ink ribbons, glass, charcoal, hygienic items, sweepings, cosmetics, leather goods, metal, minerals, colored or glossy paper, plastic including plastic garbage and shopping bags, vacuum bags, textiles, dead animals, compound materials e.g., cartons for drinks, bags for cookies, cigarette packs, and cigarette butts.

Paper (Altpapier) Containers are Blue

Packaging made of paper and cardboard may be placed in the paper containers as well as newspapers, magazines, and other forms of waste paper, such as paper bags, candy boxes, cigarette boxes, cereal boxes, and soap boxes. This is especially important because clean cardboard and paper is a valuable item to recycle in Germany. Staples, paper clips, and tape must be removed. Paper with waxed lining, such as milk cartons, and heavily soiled paper, such as pizza boxes cannot be recycled here.



Blue Containers for Paper

Boxes must be broken down and placed in the container, not left standing alongside containers. **Items left standing by the recycle containers will not be picked up.**

Packaging Containers are Yellow

Yellow bags “der gelbe Sack” are available at the Self-Help Store. Packaging made of polystyrene, plastic, composites, aluminum, and tinplate may be disposed of in the yellow bags or containers. Therefore, most plastic packages, aluminum cans, food tin



Yellow Containers for Packaging

cans, potato chip bags, yogurt cups, milk cartons, styrofoam, soda cans, tins, aluminum foil, lids and caps, etc., should be placed in the yellow bins/bag. All items must be rinsed, but labels do not have to be removed.

Glass (Altglas) Containers

These containers are labeled with green, brown, and white labels for the appropriate glass color container. Only glass waste is to be disposed of in these containers. Glass must be separated by color: white/clear, brown, and green. White or clear glass goes into the “weiss Glas” container. Green glass goes into the “gruen Glas” container. Brown glass goes into the “braun Glas” container. Although the labels do not have to be removed, the lids must be removed and the bottles or jars rinsed. Items that cannot be recycled are mirrors, light bulbs, and window glass.



Glass Recycle Container

Household Refuse Containers

Look for black containers or metal containers labeled for refuse. Items such as cigarette butts, frying pans, hairbrushes, textiles, diapers, or just about any other normal non-recyclable, non-hazardous waste, can go in the household refuse container.

Hazardous Waste

Containers used for paints, varnishes, thinners, adhesives, corrosives, or disinfectants may only be placed in household waste containers after they have been completely emptied, otherwise they must be disposed of as hazardous waste. There are numerous hazardous waste collection points throughout the community, such as the Self-Help Store. For information regarding any recycling programs, please contact the Environmental Management Office of the Directorate of Public Works at DSN 322-8079 or (06181) 88-8079 or Self-Help Store at DSN 322-8200 or (06181) 88-8200.

Improper sorting of refuse could result in charges being assessed to the resident, and possible grounds for termination of Government quarters.

Residents should not change their motor oil in family housing, leased housing, or



Please Keep Recycle Centers Clean

unaccompanied personnel housing areas. All automotive work should be accomplished at the Auto Crafts Center or performed at a garage by a certified mechanic.

ALL Spills are Reportable. Reporting spills is important from a legal standpoint and lessens the potential for possible legal actions against the person who is responsible for the "spill". If a "spill" is witnessed (i.e., someone dumping engine fluids in a dumpster or flushing them down the curb), please call the Fire Department by dialing DSN 322-7779 or (06183) 4917, right away. Even very small spills can pose health or safety threats and should be reported to the Fire Department.

Batteries

Batteries are considered hazardous waste and must not be disposed of with regular trash. Do not leave batteries outside, because they can leak battery acid, which is an environmental hazard.

Privately Owned Vehicle (POV) Acid Batteries may be disposed of at the AAFES Car Care Centers or the Self-Help Store.

Household dry cell batteries may be brought to the Commissary at Wolfgang Kaserne and the Self-Help Store at Pioneer Kaserne Bldg. 28 and Armstrong Kaserne Bldg. 2208 during regular business hours.

Household Hazardous Waste

The items below are considered hazardous to the environment and should not be thrown away with the regular trash. Please dispose of them at the Self-Help Store:

a. Bathroom/Kitchen Area

Air fresheners, disinfectants, tub/tile cleaner, medications, hair color, perm solutions, oven cleaner, floor wax, drain cleaner, and ammonia-based cleaners.

b. Living/Storage Area

Furniture polish, fabric cleaner, rug shampoo, spot remover, flea spray, nail polish, nail polish remover, and mothballs.

c. Garage/Basement Area

Anti-freeze, car batteries, pesticides, gasoline, oil, paints, car wax, turpentine, and varnishes.

Green/Organic Waste (Leased and Economy Housing)

Look for the “Bio-tonne” container to dispose of organic waste; it is strictly for items that can be composted. Examples of items that can be disposed are:

- Vegetable waste
- Egg and nutshells
- Coffee filters/tea bags
- Grass clippings
- Dead flowers
- Weeds/plants

Recycling is different from community to community. Yellow (packaging) recycle bags can be obtained at the Self-Help Store. It is imperative that the residents of Government leased family housing comply with the local recycle program.

Pest Control

Everyone wants to live in a clean environment. Here are some guidelines to reduce and prevent pest infestation in the quarters.

- Empty trash at least two times a week.
- Wash out the trash containers regularly and line them with plastic trash bags.
- Keep the quarters clean: Wash dishes regularly, store food properly, and clean up spilled food/drinks immediately.
- Dispose of soda cans or rinse the cans before recycling.
- Clean up after pets immediately.

Use of Insecticides

Aerosol bombs are strictly **prohibited**. Roach traps and boric acid are permitted and available at the Self-Help Store, Pioneer Kaserne, Bldg. 28 or Armstrong Barracks, Bldg. 2208. Pesticides are allowed, such as Ant and Roach killer available at the Commissary. However, cautious handling is required, as it is very flammable. Please follow the manufacturer’s instructions.

If infestation cannot be controlled after trying the items listed above, turn in a service order by contacting the BOS Service Order Desk at DSN 322-8601 or (06181) 88-8601 or submit a work order online at www.hanau.army.mil

Individual Refuse Containers (IRCs)

With the exception of Gelnhausen and Sportsfield Housing, each set of quarters located on the kasernes has an IRC and concrete lockable storage box located near the curb side of their building. Every IRC is a black 240-liter lightweight wheeled container. Normal household refuse should be placed in the container. **DO NOT** overfill or pack refuse tightly. The lid must remain closed. This will allow the refuse to fall freely from the container when it is dumped into trucks. Recyclable items may not be placed in the IRC.

The refuse containers must be placed at the designated pickup point the night before or by 6 a.m. the morning of the scheduled pickup day. Containers may not be placed on the street and should be placed at least 3-4 feet away from obstructions (i.e., fences, lamp posts, mailboxes, and vehicles). Once the city of Hanau removes the refuse, residents are responsible for returning the container to their assigned storage box. If refuse containers are missing or taken contact the Directorate of Public Works Operations and Maintenance office at DSN 322-8440 or (06181) 88-8440.



Individual Refuse Container Boxes

IRC Refuse Pick-up Schedule:

■ **Thursday:**

Pioneer, Old Argonner, New Argonner, and Cardwell Housing Areas

■ **Friday:**

Fliegerhorst and Buedingen Housing Areas

Recycle/Bulk Trash Center

Each housing area has a Bulk Trash Container for disposal of large items collocated with the Recycle Centers. It is called "Sperrmuell" on the economy. Authorized items may be properly placed in the designated area any time during the month. A contractor picks up bulk trash at all housing areas once a month. For housing area scheduled pick up dates please go to <http://www.hanau.army.mil>.

Residents who are PCSing should start clearing out bulk trash items at least six months before departure. **NOTE: Quarters will not be cleared until all bulk trash items have been disposed of properly. There are no exceptions to this rule.**

Glass, plastic, and can containers are emptied several times throughout the month. Items must be placed inside the proper containers and not left in bags on the ground. Paper containers are emptied weekly. Paper products must be placed inside the containers. Boxes must be flattened prior to placing in the container.



Don't put household or kitchen garbage in the Bulk Trash Container

Empty Moving Boxes

What to do with empty moving boxes? If residents request unpacking by the carrier, it is the responsibility of the carrier to remove all packing material. Residents wishing to unpack some or all of their unaccompanied baggage or household goods are responsible for the proper disposal of all packing material. The carrier is not obligated to return and remove the packing material.

Litter

One of the most frequent complaints received at the Housing Office is litter in the housing areas. Bottom line, residents create the litter and residents have the responsibility to clean it up. The cleanliness and beauty of housing areas depends totally on you, the resident. ■

Location of recycle center

Housing Area	Location
New Argonner	Next to Bldg. 214/213 and Bldg. 208.
Old Argonner	Next to Bldg. 460, behind housing bulletin board.
Pioneer	Across from Bldg. 309.
Sportsfield	Next to Bldg. 342/340.
Fliegerhorst	At entrance to Fliegerhorst Housing area.
Coleman	Normal recycling procedures.
Cardwell	Normal recycling procedures.
Armstrong	In progress.

Recycling is the law. Residents are required to dispose of recyclable items at the recycling centers located in the housing areas. The recycle centers are green fenced in areas with black, yellow, and blue dumpsters and the bulk trash large container.

Fire Safety

in the housing areas

Take the following actions when fire/smoke, leaking fuel/gas is discovered:

- Don't panic
- Call the Fire Department (06181) 88-117 or DSN 117 (112 for the German Fire Department)
- Notify all residents
- Help anyone out that needs assistance (if safe to do so)
- Never return to a burning building



Fire Safety

Fire Prevention

Hazards in the Kitchen

Smoke Detectors

Clothes Dryers

Grilling

Fire Extinguishers

Combustible Material

Space Heaters

Barbecue Grills

Smoking

Holiday Fire Safety

Camp Fires

Fires are a devastating occurrence, which can result in the loss of life and both Government and personal property. Kitchen fires-unattended cooking-are the main source of all fires. Residents should take all safety precautions or they may be held liable for damages caused by fires that start due to negligence. Sponsors are responsible for all actions of their family members and guests.

Take the following actions when fire/smoke, leaking fuel/gas is discovered:

- **Don't panic**
- **Call the Fire Department (06181) 88-117 or DSN 117 (112 for the German Fire Department)**
- **Notify all residents to leave the building**
- **Help anyone out that needs assistance (if safe to do so)**
- **Never return to a burning building**

When reporting a fire, distinctly state, "I am reporting a fire in quarters in the ___ housing area, building ___, apartment number ___." When possible, do not hang up the telephone until advised that no further information is needed. Even fires that have burned themselves out or extinguished will be immediately reported to the Fire Department. After a fire, property

will not be disturbed or removed except by the direction of the Directorate of Public Works. Residents are responsible to safeguard military property against further loss or damage after the fire.

It is imperative that all persons in the household are instructed so they know what to do in case of a fire or other emergency. Anticipate problems and have alternate routes of escape. Have a prearranged meeting place to account for all members of the household. Plan and discuss escape from all rooms. Practice the plan as appropriate. Familiarize the baby-sitter with the family's fire plan.

When there is a fire, lie on the floor and crawl. Smoke and hot gases rise so the air

Your Safety is Our First Priority



is fresher close to the floor. Covering the face with a wet cloth can also protect against smoke and hot gases. Do not open a closed door before touching it to see if it is hot. If the door is hot, brace it with your foot or shoulder and open it slightly, if safe proceed with caution.

If your clothing should catch fire, **STOP** and **DROP** to the floor (ensure there is not flammable liquid on the floor) and **ROLL** around until flames are extinguished.

Fire Prevention

Make every effort to keep matches, lighters, flammable liquids, and similar materials out of the hands of children. Smoking in bed is a dangerous habit. Noncombustible ashtrays of ample size should be used for disposal of smoking materials. Determine that all burning embers are extinguished before emptying ashtrays.

NOTE: Never leave young children unattended!!

Hazards in the Kitchen

Never leave a stove unattended and keep all flammable items (i.e., paper products, towels, candles, flammable liquids, cleaning solvents, etc.) away from the stove. Remember to turn off the stove if a fire occurs. If a grease fire occurs, DO NOT use flour, sugar, salt, baking soda, or water on the fire. Instead, place a lid or pan over the fire, turn off the burner, and let it cool. Never pick up a burning pan, the grease could spill and cause burns or spread the fire. Keep pan-handles turned inward on the stove. Never wear loose clothing while cooking. Clean the oven, range top, and exhaust fan filter regularly. Good housekeeping is synonymous with good fire prevention.

Smoke Detectors

Smoke detectors can alert the family and give residents time to escape. However, there are situations when a smoke detector may not protect the residents against fire or smoke. For instance: smoking in bed, leaving children alone at home, or cleaning with flammable liquids such as gasoline. The sponsor is responsible for enforcing fire prevention measures. Most home

fire deaths happen between 10 p.m. and 6 a.m..

The smoke detector is virtually maintenance free. However, under dusty or greasy conditions, a vacuum cleaner may be used to clean the exterior of the unit (including the slots on the cover). Do not remove the detector-cover when the vacuum is used.

Test the detector(s) at least once a month.

Press the test button with a broom handle for approximately 30-45 seconds to activate the alarm. If no alarm sounds, check the circuit breaker. Continuous chirping, erratic noise, or a low sound alarm

may indicate a low battery or a defective detector. For a defective smoke detector, call the BOS Service Order Desk to submit a service order for maintenance or replacement.

In units where battery-operated smoke detectors are installed replace the battery once every six months. Test battery-operated smoke detectors more frequently than direct wired ones. It is recommended that battery-operated detectors are checked weekly.

Hard-wired (non-battery-operated) smoke detectors should be checked once a year to ensure the alarm is operating properly. If the power indicator light is off, call the Housing Divisions Facilities Branch, DSN 322-8013 or (06181) 88-8013. It is the resident's responsibility to check battery-operated smoke detectors. If there is no smoke detector in the quarters, contact the Housing Office at DSN 322-8013 or (06181) 88-8013. For fire safety questions/issues, the Fire Chief may be reached at DSN 322-7779.

Clothes Dryers

The clothes dryer must be equipped with a vent hose, which does not exceed ten (10) feet in length, or contain more than two (2) ninety-degree turns. Dryer filters should be cleaned before each use. Check the motor compartment and vent hose MONTHLY for lint and dust accumulation. Check the quarters before going out or retiring for the evening. Close all bedroom doors to prevent smoke and heat from closing in while sleeping, should a fire occur. Do not overload outlets.

Grilling

When using your grill, safety must be foremost in your mind. Children should not be allowed near a grill. At no time should children be cooking, serving, or playing near a grill. Children are shorter so their clothing and hair are much closer to the fire. In no case are grills, regardless of type or size, allowed to be used on balconies. All grills are to be fifteen feet from any combustible structure. The grill needs to be far enough away from quarters, so that sparks do not ignite anything and the heat does not melt the siding of the building. Different types of grills require different precautions. Liquefied Petroleum Gas (LPG) is contained under pressure in a steel cylinder. The contents of a LPG cylinder vaporize and in a confined area have the explosive force of several sticks of dynamite. Be aware of the dangers involved and precautions needed to avoid accidents when using LPG.

Take the following precautions when using an LPG burner:

1. Read the manufacturer's instructions and ensure you understand them.
2. If you are using a propane grill, you should check the hoses and fittings to make sure they are still in good operating order. Over time, the hoses deteriorate and the fittings can become loose. Check the hose and fitting to ensure that there are no leaks. To make sure that connections are tight, apply a soapy solution to detect leaks. If any bubbles are produced when the gas is turned on, the connections must be tightened further. It is recommended that propane tanks are never stored in the garage or house. Should they leak, any small spark can cause ignition and the fire will spread quickly. Instead, buy a weather resistant cover, and store the grill and tank outside in a cool, shaded area away from the building.
3. Make certain that your propane tank matches the manufacturer's recommendations for size and type. Attaching a larger tank to a grill can be very dangerous.

4. Never use a propane barbecue inside any structure. Do not move it into the garage if it starts to rain.

5. Make sure that grease is not allowed to drip on the hose or the cylinder.

If your grill uses charcoal, you are under the same fifteen-foot restriction and the grill cannot be used on a balcony or inside the quarters. Combustion of charcoal emits carbon monoxide gas, which - even in small quantities - can cause injury or death. Once a fire has been started, never add starter fluid. Fire may follow the stream of fluid back to the container, causing an explosion and scatter flaming liquid. Instead, buy charcoal that does not require starter fluid.



Ensure Proper Maintenance of Grills

Once cooking is completed, extinguish the fire with water, or cover the grill with a noncombustible cover to prevent the wind from scattering hot coals. Do not move the grill into the garage or house until it is completely cool and the ashes have been disposed of in an outdoor container.

When having summer cookouts, please take a few minutes to think about fire safety and use common sense.

Outside areas and gazebos away from the building may be used for the purpose of grilling/barbecuing. Residents must remove all garbage and police the area after grilling.

When grilling, ensure the use of stereos, radios, and other sound producing items does not disturb other residents in the area.

Grills (without charcoal or gas/propane) and outdoor equipment may be stored in individual storage rooms. Grills alone may be stored next to the building after the flames are extinguished.

Fire Extinguishers

For safety reasons, fire extinguishers are purposely omitted from Government quarters. Residents are subject to injury when using extinguishers, particularly on grease fires in kitchens. It has also been found that residents lose valuable time by trying to put the fire out themselves. Efforts usually do not prevent fire spread, but delays fire evacuation, and Fire Department notification.

NOTE: IAW AR 429-90, Fire, and Emergency Services, "Installations will not furnish portable fire extinguishers in family housing." Fire extinguishers are provided in the stairwell areas of each building. The Building Coordinator is responsible to inspect the extinguisher monthly for serviceability; i.e., missing seals, cracks to the hose or nozzle. If service is required, a service order should be called into the Service Order Desk DSN 322-8601 or (06181) 88-8601.



Combustible Material

Residents will not store flammable items in any Government housing facility.

Space Heaters

Electric space heaters or other supplemental heating devices will not be used in Government quarters without specific approval from the Housing Office.

Smoking

Residents of Government quarters may not smoke in common use areas such as laundry rooms and stairwells. Smoking is also prohibited within 50 feet of the building. Cigarette butts must be disposed of properly and not thrown on the ground or grass.

Holiday Fire Safety

To prevent a home fire during holidays, everyone must be extremely cautious. Almost without exception, we hear of at least one fire that sweeps through a home, taking with it an entire family's possessions.

There are several easy approaches to preventing fires at this time of the year:

Fire Safety

- Use extension cords cautiously. Make sure they are UL approved and in good repair. Ensure they are not strung under carpets or rugs. Don't overload your circuits.

- Make sure that the tree you bring into your house is fresh. It should have a fresh scent. Give the tree a mild shake. If the tree loses more than a handful of needles, don't buy the tree. The tree has already started to dry out. Make certain the tree is given plenty of water daily. When the tree no longer uses water, it's time to get rid of the tree.

- While candles may be lovely to look at, never use live fire on or near the tree. This is inviting disaster. Be especially cautious with candles. Don't use candles where a child could drag a sleeve through the fire or knock the candle over.

- Don't let packages under the tree rest against a light. The heat from the light

can ignite the package, and that flame will quickly spread to the tree.

- Double check your smoke detector and make sure it is operating correctly. Practice a fire exit drill with every member of the family and ensure there is a single designated meeting place outside.

The holidays are a time to enjoy with friends and family, to reflect on past gatherings and to look forward to future ones. Don't let a fire ruin this time together.

Camp Fires

Open fires such as campfires or bonfires are not permitted in the housing areas. However, outdoor fire places and pits are permitted. ■



New Argonner Housing

Furniture

in the housing areas



Repair or replacement of Government issued appliances:

- Work order desk DSN 322-8601 / (06181) 88-8601 (Pioneer Kaserne, Bldg. 11, Rm B3, in the basement, Mon-Fri 7:30 a.m. to 4:30 p.m.).
- Emergency calls (Mon-Fri 8 a.m. to 4 p.m.): only accepted for inoperable refrigerators, freezers, and ranges. If all four burners on the range are inoperable, the Contractor has to respond that same day.
- All other appliances: 24 hours.
- The contract for appliances does not provide services on Saturdays, Sundays, or German holidays.
- Emergency calls after normal duty hours, on the weekend or German holidays: emergency work order desk DSN 115 / (06181) 88-115.

Furniture

Furniture

The Government provides loaner furniture to authorized military with JFTR authorization and civilian personnel receiving Living Quarters Allowance (LQA) with orders for the Hanau community. Eligibility for Government furnishings support requires assignment to Government quarters or Government controlled-leased or economy quarters with an approved lease at the Housing Office. Government furniture support consists of essential items or loaner/supplemental items for 90 days for arriving families and 60 days for departing families. Basic appliances already exist in kitchens in the Government quarters.

The type of essential furniture available for issue includes beds, dining tables and chairs, davenports, and easy chairs. Off-post quarters are issued wardrobes, washers and dryers, stoves, refrigerators, and one kitchen cabinet. All other items are considered loaner/supplemental furniture. The sponsor or spouse will sign the hand receipt for Government issued furniture and appliances upon assignment or termination. Subsequent loss, damage, or destruction other than fair wear and tear will be the hand receipt holder's responsibility.

To have furniture picked up or exchanged call the Housing Customer Service Office at DSN 322-8431, 9227, 9228 or (06181) 88-8431, 9227, 9228.

Appliances

Repair or replacement of Government issued appliances may be requested by calling work order desk DSN 322-8601 or (06181) 88-8601. The office is located on Pioneer Kaserne in Bldg. 11, Rm B3, in the basement, the hours of operation are Mon-Fri from 7:30 a.m. to 16:30 p.m. .

For emergency calls (Mon-Fri, 8 a.m. to 4 p.m.), the contractor has to respond that same day, provided the contractor is noti-



Replacement of a Government stove

fied prior to 4 p.m. hours. Emergency calls are only accepted for inoperable refrigerators and freezers, i.e., frozen food is thawing and ranges where all four burners are inoperable. If one burner is working it is not an emergency even if the oven is not working. Microwaves must be turned into the furnishings warehouse for repairs. All other appliances, dishwashers, washers, and dryers receive a response in 24 hours. The contract for appliances does not provide services on Saturdays, Sundays, or German holidays.

Appliances scheduled for repair must be thoroughly cleaned by the resident, otherwise the contractor will not pickup or exchange the item.

If the refrigerator breaks after normal duty hours, on the weekend, or German holiday, call the emergency work order desk at DSN 115 or (06181) 88-115. The contract personnel will ask for all pertinent information pertaining to the appliance problem (i.e., name, address, telephone number, nature of the problem, and other information). The contract personnel

will arrange a time for the customer to go to Bldg. 24 on Pioneer Kaserne to pickup the appliance. The resident will be required to sign a DA Form 3161 (Temporary Hand Receipt) when the emergency appliance is issued. Appliances available are: small refrigerator (5.5 cu ft), small freezer (2.0 cu ft), and table top 2-burner range.

The Building Coordinator must sign for laundry room appliances within two weeks after appointment and will request all repairs of laundry room appliances.

Laundry rooms may be used between 7 a.m. and 10 p.m.; Monday through Sunday based on a schedule developed by the Building Coordinator.

Please remember the residents are responsible for maintaining the quarters as

a prudent homeowner. This responsibility includes keeping the quarters and grounds in a clean, orderly, sanitary, and safe condition. It is the responsibility of the sponsor to ensure that quarters, grounds, and equipment are not subject to abuse or neglect, and that the premises are not used for commercial, illegal, or immoral purposes.

The care and cleaning of the quarter's appliances and fixtures are the responsibility of the resident. The quarters are expected to be maintained in accordance with good housekeeping practices. Please keep in mind that it is the resident's responsibility to call in service orders. A routine service order may be called in at (06181) 88-8601. The workman must be provided access to the quarters and repairs must be accomplished as soon as practicable to prevent further damage. ■





**All Kitchens in the Quarters
Have Dishwashers**

Maintenance

in the housing areas

Occupancy of Government quarters carries with it a responsibility for maintaining the facility and some self-reliance by doing "handyman" type work:

- Hanau Self-Help Store: Pioneer Bldg. 28
- Buedingen Self-Help Store: Bldg. 2208.



Maintenance

Residents Responsibilities

Balconies

Grounds

Quarters Enhancements

Inspection of Family Housing Areas

Access to Housing Unit

Keys

Maintenance (Service Orders)

What is an emergency service order?

When and whom do I call during duty hours?

Service Order Response Times

Water Damage to Quarters

Sewer Backup

Window Locks

Mold

Residents' Responsibilities

Occupancy of Government quarters carries with it a responsibility for maintaining the facility and some self-reliance by doing "handyman" type work. Self-help type jobs are those which would be done by a prudent homeowner to conserve funds and to preserve the individual premises. The Self-Help Store for Hanau is located on Pioneer Kaserne, Bldg. 28. For Buedingen the Self-Help Store is located on Armstrong Barracks in Bldg. 2208.



Keep Balconies Looking Great

Balconies

All balconies will be maintained in a clean and orderly fashion. Items that may seem attractive to you might be offensive to other residents.

Grounds

For residents of single family dwellings, the area of responsibility includes those grounds that fall within a logical lot line, i.e., to the fence line or one-half the distance to the next dwelling unit, but normally not more than fifty (50) feet from the quarters, whichever is less. The area between the sidewalk and the streets, to include front and side if on a corner lot, is also the resident's responsibility. Residents should ensure that sidewalks, driveways, and porches are kept clean and free of trash, snow, obstructions, and other hazards.

Grounds maintenance (within normal yard limits normally not to extend more than 50 feet from building) may consist of the following:

- Trees, shrubs, lawns, flowers, parking areas, walks, and areas around garbage containers
- Edging and fertilizing of grass
- Minor lawn repairs such as filling of holes, reseeding of bare areas
- Raking and removal of thatch (old clippings and dead matted material)



Spring cleanup

- Replacement or planting of new flowers and shrubs
- Removal of all dead plant life and disposal in paper bags obtained from the Self-Help Store
- Proper disposal of trash
- Placement of trash in receptacles at pickup point.
- Maintenance of paved and stabilized areas
- Cleaning and maintenance of walks, patios, steps, and platforms in a neat and serviceable condition
- Maintenance of gravel areas to provide proper drainage
- Filling of ruts and eroded areas to deter erosion
- Removing snow, ice, sleet, and grass from sidewalks, steps, and other walking areas

Damage to quarters resulting from pets or any resident damage beyond normal fair wear and tear, the resident will be held liable for payment or repair/restoration prior to clearance of quarters. For more detailed information, refer to: **Conditions of Occupancy for Military Family Housing and Liability for Damage to Assigned Quar-**

ters, sample located at the back of Housing guide. These agreements were signed during the assignment briefing.

In the summertime, residents of single and dual family dwellings are responsible for maintaining their yards. This includes policing any garbage, disposing of pet feces, timely cutting and trimming of grass, edging along sidewalks, watering, fertilizing and pruning of the yard, bushes, and trees. Residents may rake all leaves to the curb. The Directorate of Public Works is responsible for collecting leaves with a special vacuum truck designed for this purpose.

During the winter season, residents of single quarters and dual family dwellings are responsible for the removal of snow and ice from steps, porches, driveways, and sidewalks in the front and rear of their quarters. Rock salt is available through the Self-Help Store; Residents must remove snow prior to sprinkling salt.

Coordination among building residents is necessary to ensure all adjoining and common areas are free of trash, snow, and ice. It is the Building/Stairwell Coordinator's responsibility to ensure all residents comply with these instructions. It is expected that, by performing these duties, a harmonious and cooperative relationship develops between all housing residents of the building.

If residents notice safety deficiencies or maintenance requirements in a common use area in the interior or exterior of the stairwell or building, they must contact the Stairwell or Building Coordinator. If the sponsor is deploying, ensure the spouse is familiar with this Resident's Guide, location of circuit breakers, garbage collection information, lawn maintenance, self-help maintenance requirements, and a point of contact for the Unit's Rear Detachment. Ensure the spouses are briefed on their responsibility for performing residents duties i.e., participating in Spring or Fall Cleanup, and other functions to maintain the quarters.

If clearing within 60 days after deployment, the spouse should contact the Central Processing Facility to attend the Out-processing Briefing given at Pioneer Kaserne. Pre-

termination and final housing inspections should be scheduled at least 90 days out. Permanent Change of Station orders, Early Return of Dependents orders, or Powers of Attorney are required to terminate quarters.

Quarters Enhancements

Residents are permitted to perform minor quarters improvement projects provided they first obtain permission from the Housing Facilities Branch. The Self-Help Store carries paint that must be used for any painting project within

Government quarters. Failure to use the approved paint from the Self-Help Store will result in the resident being charged at a rate of approximately \$9.00 per square meter (2003 prices) to have a contractor repaint the quarters. As a rule, no painting is allowed without permission from the Housing authorities. Otherwise, the Housing Office is required to assess charges for the repainting of the quarters or stairwell. It may be possible that a resident will be required to paint all or part of the quarters prior to clearance. If required, this is considered self-help. Do not paint any portion of the quarters without first having the pre-inspection and receiving instructions from the Housing Inspector.

NOTE: Spot painting of quarters is not permitted. If painting needs to be accomplished by the resident when clearing the quarters, the entire wall from floor to ceiling will be painted. **Do not paint light switches, receptacle covers, or baseboards that are made of wood.** When applying paint it must be done in a professional manner. All work is subject to the approval of the Housing Inspector. Painting not considered professional will be charged to the resident at eight dollars per square meter. Currently flat latex paints are used in the living areas and semi-gloss latex paint is used in the bathroom and kitchen areas. Both paints are washable, however the paint applied to the kitchen and bathroom walls is more durable due to the usage of these rooms. Semi-gloss



Ask Before you Paint

latex paint is not used throughout the remainder of the house due to its sealing properties and the fact that inconsistencies in the wall finish are greatly magnified. It is the resident's responsibility to ensure the walls are properly cared for through normal cleaning and wear (deterioration) prevention. Residents can be charged for damage to paint if it is deemed that the life cycle of the paint is shortened for reasons beyond fair wear (deterioration) and tear (FWT) i.e., colors other than neutral (off white) and or cartoons for children's room. What is FWT? To some degree, it is a judgment call by the Housing Inspector who typically has in-depth knowledge of paint and paint conditions. FWT is defined as the normal occurrence of expected wear to a component, system or any part of an assigned housing unit as a result of wear from normal use. **FWT is not determined by family size or ages of dependents.** An item that has to be repaired or replaced before reaching its full life expectancy due to neglect or failure to correct the cause of damage or improper maintenance is considered beyond FWT. Some examples of items typically considered beyond FWT:

- Paint that has been removed from the walls due to stains, crayons, foodstuff, or other foreign material.
- Hand and fingerprints that cannot be removed through normal cleaning.
- An unprofessional paint job.

- Scratches and gouges from furniture being placed directly against the walls.
- Excessive use or overly large wall fasteners for hanging pictures.
- Smoking that has caused the walls to turn yellow.
- Excessive grease splatter in kitchen areas.

This is not a complete list. It's provided to give the resident an idea of what is being inspected and the guideline inspectors use to determine FWT.

To properly clean the walls use a light non-abrasive cleaning solution with warm water. A sponge or other non-abrasive item should be used on soiled areas. If walls have to be painted due to damages, it is important to note that walls must be cleaned prior to painting. Painting is required from floor to ceiling without overlapping of either area. Paint should be applied smoothly and evenly. Do not rush a paint job. Residents **will be charged for any unprofessional paint jobs if not done by professionals.** There are several very helpful painting tips located at the following website:
<http://www.paintinfo.com/mpi/index.htm>

Wall borders may be applied; however, residents are required to remove the borders and any residual adhesive before clearing quarters. Failure to adequately remove the border/adhesive may result in the resident being charged for costs associated with contract maintenance. Stenciling may be done, but the resident will be held responsible for bringing the entire room back to the original color; residents will be charged if areas are not painted to professional standard.

These standards apply to all, even if the quarters are scheduled to undergo contract painting when vacated. At no time should cabinets in renovated kitchens be painted, or have nails/hooks applied to the cabinets.

Decorative type knobs may be placed on cabinets/closets. However, residents must reinstall standard Government knobs before clearing. Knobs are available at the Self-Help Store. For more information on the Self-Help Improvement Program, refer to the Self-Help section of this handbook.

Inspection of Family Housing Areas

Family Housing areas are inspected periodically by Housing Inspectors as well as the Housing Office, Building and Area Coordinators. Items of interest for inspections are: grass cutting and edging; trimming along fences of single units; pet excrement removal; pet damage; pets tied to porches, trees, fences, or utility outlets; storage of recreational vehicles (bikes, motorcycles, etc.); cleanliness of stairwells; storage of tires or other appliances; privately owned vehicle repairs; policing of trash including all common areas and dumpsters.

Access to Housing Unit

Residents will allow Government employees or contractor personnel to enter their home for the purpose of accomplishing maintenance or repair work that is called in by the resident or that is deemed necessary by the Directorate of Public Works or Housing Office. We will do our best to ensure you are notified of scheduled maintenance.



BOS Service Order Desk

Keys

At the time of assignment, one key is issued per adult family member for stairwell and apartment entrance doors. The Housing Office must approve additional key requests.

If a resident is locked out of the quarters, contact the Housing Office between the hours of 7:30 a.m. to 4:30 p.m.. After 4:30 p.m., residents will need to contact the Base Operations Services (BOS) contractor emergency work order at DSN 115 or (06181) 88115.

Maintenance (Service Orders)

If a deficiency exists, the resident should call the Service Order Desk DSN 322-8601 or (06181) 888601.

The contractor's Service Order Desk is located on Pioneer Kaserne, Bldg. 11, Rm B3 in the basement. The service or work request can also be submitted by using their web site <http://www.bosgmbh.com> or www.hanau.army.mil

What is an Emergency Service Order?

What is an emergency? When do I call? Whom do I call?

Every resident needs to know that all maintenance calls should be called in

during the duty day and only bona fide emergencies should be called in after duty hours. An unexpected, serious occurrence or situation that could cause injury or harm to personnel or cause serious damage to Government facilities which occurs after duty hours Monday through Friday and all day on Saturday, Sunday, and German Holidays, is considered an emergency. To report an emergency service order, dial DSN 115 or (06181) 88-115. The dispatcher receives the calls during these times and determines which calls are emergencies and which personnel should be called in to correct the problem. All calls are evaluated and responded to in the following order:

- Physical harm to personnel
- Structural damage to the facilities
- Potential property damage

When and Whom do I Call During Duty Hours?

Please call the Service Order Desk at DSN 322-8601 or (06181) 88-8601 during duty hours, Mon-Fri 7:30 a.m. to 4:30 p.m..

Service Order Response Times

The BOS Total Maintenance Contractor responds to service orders on a priority basis to ensure the most urgent work is completely in a timely manner. When you call in a service order it is assigned a priority of routines, urgent, or emergency and is serviced as quickly as possible dependent on the workload. Thus, the response time to your service order may vary depending on the type of work required and availability of the contractor. Call the service Order Desk at DSN 322-8601 or (06181) 88-8601 for more information.



BOS GmbH - Hanau's Total Maintenance Contractor

Water Damage to Quarters

If the emergency is a broken water pipe and flooding of the interior of the quarters, the resident is expected to take reasonable action to protect personal and Government property. The resident should exercise the same care and response that would be taken in a privately owned home. Residents should be familiar with the location of all water shut off valves.



Service Orders are Completed on a Priority Basis

Personal Property: Any alleged loss or damage may be addressed through the Staff Judge Advocate's Office call; DSN 322-8392 for further assistance. Government property/real property repair work will be accomplished by the most expeditious means possible.

Sewer Backup

The sewer lines in the family housing units all run into one main line, and sewer backups can occur. Often, blockages are the result of toys and other foreign objects flushed down the toilet. Parental attention is the best way to avoid such a disaster.

If a sewer backup does occur in the basement, **IMMEDIATELY** call the Service Order Desk and request service to unplug the drain. While waiting for the plumber to arrive, remove any personal items from the basement that could be damaged. Do not allow children and pets into the basement area until the clean-up has occurred. Use caution in entering the living area of quarters after being in the basement. The carpeting in the quarters could be contaminated by sewage that has been carried in on shoes. In cases of sewer backups with the resultant loss or damage to personal property, the Staff Judge Advocates Office, Claims Section, will assist residents when filing a claim. When backups occur more than once in a short period, even when not severe, contact the Facility Branch of the Family Housing Office. This will give the maintenance personnel an opportunity to investigate and repair the problem before it can escalate.

Window Locks

Residents with children are encouraged to call the Service Order Desk and request installation of child safety window locks to safeguard children.

Mold

Mold and mildew are a problem that can be prevented by ventilating the quarters. Residents need to ventilate their quarters daily by opening windows to create a cross draft. If a cross draft is created for 10 minutes a day and after each shower, mold and mildew should not occur.

If mold and mildew manage to develop, open windows in the affected area to facilitate drying, then scrub the mold spots with a solution of 1-cup chlorine bleach and 1 gallon of warm water. Rinse and then wipe dry. In bathrooms without windows, make sure that the ventilation shaft is open and do not close the bathroom door during showers and baths. The bathroom will benefit when cross-ventilating other parts of the house.

If mold is unattended, it continues to grow it causes a foul odor and poses a possible health and/or allergen risk in young children.

If the problem is not abated through the steps above, call the Service Order Desk for assistance. ■



**New Gazebo in the
Fliegerhorst Housing Area**

Self-Help Program

in the housing areas

Remember **all improvements** require prior approval from the Housing Division. To request approval submit an exception to policy to the Housing Division, Bldg. 11, Rm. 17, Pioneer Kaserne.



Self-Help Program

There are certain things that a resident can do, under the expanded Self-Help program, to give the quarters a personal touch, for example: install fences, paint, install ceiling fans, etc. Remember **all improvements** require prior approval from the Housing Office. To request approval, submit an exception to policy to the Housing Office, Pioneer Kaserne, Bldg. 11, Rm 17. The Self-Help Stores are located on Pioneer Kaserne, Bldg. 28, and Bldg. 2208 on Armstrong Barracks, Buedingen. The Self-Help Stores provide hand/power tools, equipment, supplies, and classes under the Self-Help Improvement Program (SHIP).

Residents are responsible for doing “handyman” type work under the Self-Help Improvement Program. Self-Help jobs are those, which are normally done by prudent homeowners to maintain their premises. Some of the items which are to be maintained include oiling hinges, tightening loose screws, replacing broken light globes and burned out light bulbs,

grounds maintenance (within normal yard limits but not to exceed 50 feet from the building), etc.

Self-Help Tasks

The following is a listing of items a homeowner would normally perform. The list is not intended to be all-inclusive.

■ **Furniture:** Dust, clean, wax, polish, shampoo, tighten screws and knobs. Turn in excess furniture to the Centralized Furnishings Management Office.

■ **Carpentry:** Reset nails, resecure and replace coat hooks, clothes poles, and closet shelves.

■ **Carpeting:** Vacuum and shampoo.

■ **Hardware:** Oil hinges, lubricate door hardware with graphite powder, and tighten loose screws.

■ **Caulking:** Remove and replace caulking around doors, windows, bathtubs, and showers.

■ **Screens:** Patch holes in screens.

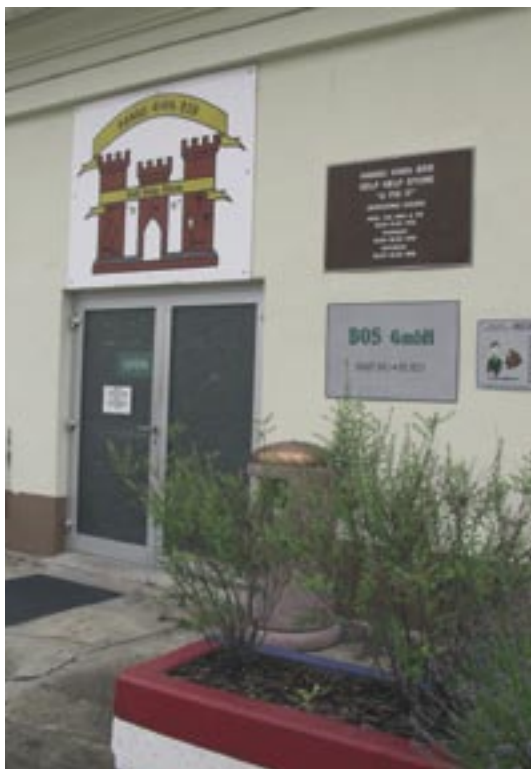
■ **Drapes:** Light vacuuming for cleaning.

■ **Cleaning:** Floors, accessible windows, walls, tile work, woodwork, metal surfaces, brass, stainless steel, aluminum trim, kitchen and laundry room appliances.

■ **Heating:** Remove flammable material in close proximity to the heaters.

■ **Plumbing:** Unstop drains; stop simple faucet and commode tank leaks; replace washers in faucets; adjust float rods in commode; unclog accessible traps; install shower head.

■ **Electrical:** Replace broken globes on lighting fixtures as well as accessible burned out light bulbs (residents will furnish bulbs) and fluorescent lights and starters; replace cracked or broken switch or outlet plates; reset tripped breakers; operate reset button.



Self-Help Store at Pioneer Kaserne



Light Bulbs Available at the Self-Help Store

■ **Appliances:** Clean all easily accessible exteriors and interiors with mild soapy water removing all debris, dirt, lint, food particles, spills and liquids on the range, refrigerator, dishwasher, clothes washer

and dryer, kitchen exhaust fan, range hood (including replacement filters). Defrost the refrigerator. Maintain water-softening system installed in dishwashers. ■



Lawn Maintenance Equipment at SHIP



Painting Supplies at SHIP

Self-Help Store Essential Stock Items

Electrical

Fuses
Fluorescent lights and starters
Light fixtures
Light bulbs
Lamp globes
Switch/outlet covers
Knobs (major appliances)

Painting

Paint (one coat white)
Rollers w/tray
Brushes
Thinner
Plastic drop cloths
Tape (masking)
Wood filler
Filler plaster (putty)

Bathrooms

Water saver shower heads
Shower/curtain rods
Toilet paper roll holder
Shower hoses
Towel bars
Drain stoppers
Soap holders
Faucet aerators
Toilet seats
Faucets
Cup holders
Gaskets

Miscellaneous Hardware

Nails & screws
Hinges & hasps
Curtain hanging hardware
Door/closet hardware
Door bumpers
Weather insulating tape/caulk
Window screen repair hardware

Loaner tools

Screwdrivers
Drills
Pliers
Hammers
Wrenches
Files
Clamps
Step ladders
Saws
Ruler/Tape measures

Loaner garden tools

Lawn mowers
Rakes
Shovels
Spades
Street brooms
Weed eaters
Snow shovels

Pest control

Cockroach bait
Roach traps-sticky
Pharaoh ant bait
Boric acid
Mousetraps
Fly swatters

Terminating Quarters

in the housing areas

- Residents will be required to remove alterations they have made to the quarters.
- Sponsors will contact the Housing Office 45-90 days prior to scheduled departure to make arrangements for clearing quarters.



Terminating Quarters

Clearing

Preparing your Quarters for Termination

- Floors
- Walls, Doors, and Ceilings
- Woodwork, Window Frames, Door Frames, and Hardware
- Windows and Screens:
- Light Fixtures
- Cabinets, Counter Tops, and Shelving

- Sink Fixtures, Faucets, and Garbage Disposals
- Radiators and Pipes
- Bathrooms
- Ranges (Stoves)
- Dishwasher
- Refrigerator
- Storage Areas
- Exterior of Quarters
- Refuse and Recycle Containers

Terminating Government Quarters Checklist

C Clearing

Residents will return the dwelling unit and immediate area in an orderly and undamaged condition. The unit must meet the standards established by the Garrison Commander. Residents will be required to remove alterations made during occupancy. Sponsors will contact the Housing Office 60-90 days prior to scheduled departure to make arrangements for clearing quarters.

The Customer Service Section will issue the termination of quarter's memorandum to the resident after the final inspection. The termination memorandum will be taken to the Finance Section of the Central Processing Facility, Bldg. 21, on Pioneer Kaserne to start Basic Housing Allowance (BAH).

Preparing Your Quarters For Termination

The Garrison Command contracts a professional cleaning agency to clean quarters upon termination to ensure the quarters are in prime condition for new residents. However, this does not relieve you from the responsibility of ensuring your quarters are clean and in good condition when you vacate. Listed below are the general expectations for the cleanliness and condition of quarters upon termination. This guide is meant to make your move easier. If you have any questions about the intent of this guide, please contact the Housing

Office. Also, be sure to visit the Self-Help Store for advice and expertise on how to make minor repairs that will save you a great deal of frustration and money.

■ Floors:

Carpets will be vacuumed. Residents are responsible for deodorizing the carpets or having them professionally cleaned prior to termination inspection if there has been a pet in the household, or if it is suspected that doing so will resolve potential damage. Non-carpeted floors will be swept and mopped.

■ Walls, Doors, and Ceilings:

Walls, ceilings, doors, and attached hardware and knobs will be cleaned free of all dust, dirt, cobwebs, grease, food particles, and fingerprints. Pen, pencil, crayon, and any other potential damage to walls will be cleaned or repaired by the resident prior to termination. The walls, doors, and ceiling should have a uniformly clean appearance. Use only mild cleaning solutions on walls, ceilings, and doors. Leave ceiling hooks in place and remove nails prior to termination. Do not fill nail holes.

■ **Woodwork, Window Frames, Door Frames, and Hardware** will be dirt and dust free on both interior and exterior.

■ Windows and Screens:

Windows will be washed free of all dirt, dust, spots, streaks, mildew, and film. Window and door tracks will be cleaned free of all dirt, dust, cobwebs, and dead

insects. Window and door screens will be in place and will be vacuumed or brushed clean to remove dust and dirt.

■ **Light Fixtures:**

All outlet plates and wall switches will be wiped clean to remove all dirt, grease, and fingerprints. All light globes and shades will be removed, washed free of dust, dirt, and dead bugs. Once cleaned, the light globes and shades will be reinstalled. Residents will guarantee that all light bulbs of interior fixtures do not exceed 60 watts/220 voltage and are in working order. Residents will also ensure that interior and exterior flood lamps have the appropriate wattage. The base of the light fixture will be wiped clean.

■ **Cabinets, Counter tops, and Shelving:**

Interior of all cabinets and drawers, including attached handles and hardware, will be empty, and free from shelf paper, dirt, dust, grease, and food particles. All shelves and support brackets in cupboards and closets will be free of residue and streaks. Exterior of cabinets will be wiped clean to remove dirt, grease, and food particles with a uniform appearance and shine. Counter tops shall be clean of all grease, dirt, scouring powder, stains, and residue.

■ **Sink fixtures, Faucets, and Garbage Disposals:**

Kitchen, bathroom, and utility room sinks shall be clean and free of all dirt, grease, soap, lime build-up, scouring powder, and residue. Faucets, downspouts, dishwasher overflow, and plated metal will be clean, bright, and untarnished. Garbage disposals will be cleaned and free from food.

■ **Radiators and pipes** will be wiped down to remove dirt, sediment, and stains.

■ **Bathrooms:**

Sinks, tubs, tumbler holders, soap dishes, and sink stoppers will be cleaned with a non-abrasive cleaner so they are free of mildew, soap, lime build-up, stains, streaks, and foreign material. Commodes and attached tanks will be cleaned using a non-abrasive, disinfecting cleanser. Never use steel wool inside of toilets. Medicine cabinets, vanities, and mirrors will be wiped to a streak free, and dirt free condition. Towel



Bathroom Cleanliness is Important

bars will have all soap, lime residue, and dirt removed.

■ **Ranges (Stoves):**

Unplug the range prior to cleaning. If this cannot be accomplished, turn off the circuit breaker, which controls the range. All surfaces and areas of cook top, oven racks, burner pans, burner rings, elements, burners, control knobs, and all other removable parts will be cleaned by removing all grease, food, rust, tarnish, and cleaning streaks. Ranges will be moved out from the wall for cleaning areas under, above, behind, and on either side. Be extremely careful when using oven cleaner and use only in accordance with manufacturer's instructions. **DO NOT** use oven cleaner on painted surfaces. Likewise be careful with the use of steel wool pads. Remove the vent cover from the exhaust fan and clean the interior. Wipe motor and blade to clean. **Do not wash motor – Do not use oven cleaner on range hood.** Clean the filter.

■ **Dishwasher:**

The interior of the dishwasher will be dismantled, all parts cleaned and residue free. Pay close attention to edges, corners, and seals/gaskets. Make every attempt to remove all lime and rust deposits. The ex-

terior shall be cleaned using a mild non-abrasive cleaning solution. **Do not pull dishwasher from under the counter.**

■ Refrigerator:

Refrigerators and freezers will be defrosted and thoroughly cleaned to remove all dirt and food particles. Particular attention will be paid to the door seal that extends around both the freezer and refrigerator door. All removable parts, including shelves, brackets, storage bins, utility trays, egg trays, etc., will be thoroughly cleaned and disinfected using a mild detergent. The bottom lint cover will be removed and cleaned as well as the drip pan. The refrigerator will be unplugged and pulled away from the wall to clean the sides, back, coils, drip pan, and floor. All dirt, dust, and food particles will be removed from exterior surfaces. When finished cleaning, the refrigerator will be plugged back in, set at the lowest setting and all parts put back together.

■ **Storage Areas** will be swept clean and all spider/dust webs removed. All painted walls will be washed and free of any marks, dust, food deposits, and dirt.

Finished floors will be mopped and streak free. Doors will be wiped clean to remove excessive dirt and exhaust build up. All locks must be removed from storage areas.

■ Exterior of Quarters:

All trash, animal feces, and other debris must be cleaned from patios, balconies, storage areas, yards, carports, and side walks. In summer months, lawns must be mowed, raked, trimmed, and weeds removed from flower and shrubbery beds. In winter, sidewalks leading to quarters, driveways, and patio slabs must be shoveled and cleared of snow.

■ Disconnect cable TV and telephone service, notifying the TV/phone company of forwarding address. Also, notify post office of forwarding address.

■ Return/transfer all hand receipt items prior to final clearing date.

■ Turn in all keys to the Property Manager at termination inspection.

■ **Refuse and Recycle Containers.** All trash cans, and recycle containers must be empty and thoroughly cleaned. ■

Terminating Government Quarters Checklist

	When	Who	What
Step 1	60-90 days prior to departure	Resident	Schedules and performs pre-termination inspection.
Step 2	45 days prior to departure	Housing	Reviews requirement for termination, HHG pickup, Government furniture delivery.
Step 3	20 days prior to departure	Resident	Requests loaner furniture, contact CFMO, Pioneer Kaserne Bldg. 11, Rm 12. ¹⁾
Step 4	20 days prior to departure	Resident	Schedules final inspection and contacts guest lodging for reservations.
Step 5	3 days prior to departure	Resident	Vacates quarters conducts final inspection and vacates quarters. ²⁾

NOTE: ¹⁾ Request for loaner furniture should be coordinated to coincide with pickup of household goods.

²⁾ Outgoing service members are entitled to 3 days maximum outgoing TLA. Transportation, pickup of household goods, flight dates/times, and Central Processing Facility (CPF) final appointments must be coordinated to comply with this policy. Please notify the Housing Office, DSN 322-9228 or 8431, as soon as possible, if there is a conflict with meeting this requirement.

During Deployments

in the housing areas

Families who go home while their sponsor is deployed:

- Notify Facilities Management with information on how to contact you: DSN 322-9227/9228 or (06181) 88-9227/9228).
- Let us know who you are leaving a quarter's key with.
- Let us know who will do the snow shoveling or lawn mowing while you are away.



During Deployments

The Community Staff wants you to know that we recognize how difficult it is to have a sponsor deployed. It's a common belief that if anything is to go wrong, it will go wrong when the sponsor is away. While we can't stop the deployment or bring your Soldier home, there is certain information and assistance we can provide you. Please keep this information in a handy place and feel free to call us for additional information.

Below are some frequently asked housing questions during deployment:

Can I go home to be with my family while my sponsor is deployed? What will happen to my quarters if I do so?

The Housing Office does not penalize, in any way, family members who choose to go home while their sponsor is deployed. All we ask is that you notify us before you leave with information on how to contact you if required. We may need to enter your quarters in the event of an emergency, such as broken water pipes. Providing us with your contact information gives us a phone number so that we can contact you if there is an emergency. You also need to let us know who you are leaving a quarter's key with and who will do the snow shoveling or lawn mowing while you are away.

What if I suddenly decide to leave and forget to contact the Housing Office?

We can accept your absence notification over the telephone. Call Facilities Management at DSN 322-9227, 9228 or (06181) 88-9227, 9228 and provide the same information as required above.

Why do I need to leave my key with someone?

Your quarters should be checked on a weekly basis. That way, minor problems

can be called in for maintenance before they become major problems. Instruct this person to check to make certain that there is heat in the quarters and that all water is turned off.

What safeguards to my quarters should I make before I leave?

Unplug all small appliances, clocks, etc. Remove all perishables from your refrigerator, but do not unplug it. Remove any trash or garbage, and make sure the garbage and recycling containers are clean so that they don't attract pests. Turn off the water to your washing machine, disconnect all outside hoses, and make sure all faucets are turned off. Make certain that you have made arrangements for any pets. Take them with you, ask friends to care for them, or board them at a kennel. Pets are not allowed to be in quarters unattended for any amount of time. You might consider asking the person who is watching your house to turn your lights off and on in a random pattern, and to open and close drapes to increase the security of your quarters.

What if I decide to stay away longer than I originally planned?

Simply notify the Housing Office at DSN 322-9227, 9228 or (06181) 88-9227, 9228. Also, please make sure the Rear Detachment knows where you are and how they can reach you.

We are on the waiting list, but have not received quarters. How does the deployment affect me getting quarters?

A spouse can sign for and accept quarters. Your sponsor's deployment does not affect this; however, you will need to have a current ID card and a Power of Attorney to make transportation arrangements and to receive your household goods.

I live on the economy and I am having difficulty with my landlord while my sponsor is deployed. Who can help me?

The Community Homefinding Relocation and Referral Services (CHRRS) at the Housing Office stands ready to help you with any problems. You can reach them at DSN 322-9195, 9196 or (06181) 88-9195, 9196.

I'm staying here in my quarters. What things can I do to make it easier for me?

Remember to be vigilant about fire safety. Supervise children closely. Practice fire drills. Be cautious when cooking with grease. Test your smoke alarm. Report all fires and gas leaks to the appropriate fire department. Stay involved and ask for help when you need it.

What if I just want to leave Germany and not return during my spouse's tour?

Family members may elect to return to the United States prior to completion of their sponsor's tour. However, we recommend that you think this decision through thoroughly as the Government will not pay to return you to Germany upon your sponsor's redeployment. Additionally, the support provided by the US Army, Rear Detachments, and Family Readiness Groups may not be available to you if you return to

the United States. If you are positive that you want to return to the States, your sponsor or you may request an Early Return of Dependents through your unit or Rear Detachment. A spouse may initiate the request, but the sponsor must be made aware of it whether or not the sponsor agrees to it. For more information on Early Return of Dependents, contact your Legal Office or Personnel Support Battalion.

Single Soldiers residing in quarters or living on the economy may retain their housing, but are required to provide written notification of a point of contact (POC) to the Housing Office. The POC should have a Special Power of Attorney to allow them to make decisions for you concerning your quarters. Additionally, service members residing in private rental housing must contact the Housing Office, Community Homefinding Relocation Referral Office, DSN 322-9195, 9196, 9197 or (06181) 9064526, to make arrangements for automatic payment of rent and utilities during their absence.

Sponsors must submit a written request to the Housing Office for non-dependents or guest(s) to reside in Government quarters with the family during the sponsor's absence.

Can I remain in my quarters if my sponsor is PCSing to a deploying unit? (CONUS/OCONUS)

It may be possible for you to remain in your quarters during your sponsor's deployment, even though he/she PCS'd to another community. If your support network is in Hanau and you wish to remain in the community during the deployment submit a request to the Housing Office. We will do our best to support your needs and desires. ■



Redeployment of the Troops



**Parents Should Always
Watch Their Children**

Family Matters

in the housing areas

Domestic violence is totally unacceptable and **is not tolerated** within our community.



Family Matters

Domestic Violence

Marital Help

Separation/Divorce

Early Return of Dependents

Child Abuse/Neglect

Domestic Violence

Domestic violence is not a topic normally associated with Government housing, so you may be wondering why it is discussed in this Housing Guide. The answer is simple, home is where family violence most often occurs. Thus, we view family violence as a housing issue. As with a leaky faucet, we're here to help fix the problem. Your community staff understands how the stress caused by living in an overseas environment with frequent deployments can affect families and wants to ensure you are aware of the resources available to help your family alleviate that stress. We advocate for the total well-being of Soldiers, families, and units so that they can make a maximum contribution to mission accomplishment. With that said, it's important to know that domestic violence is totally unacceptable and **is not tolerated** within our community.

What is domestic violence?

Domestic violence and emotional abuse are behaviors used by one person in a relationship to control the other.

Examples of abuse include: name-calling or put downs, keeping a partner from contacting their family or friends, withholding money, stopping a partner from getting or keeping a job, actual or threatened physical harm, sexual assault, stalking, and intimidation.

Violence can be criminal and includes physical as-

sault (hitting, pushing, shoving, etc.), sexual abuse (unwanted or forced sexual activity), and stalking. Although emotional, psychological, and financial abuse are not criminal behaviors, they are forms of abuse and can lead to criminal violence.

What if someone I know is impacted by domestic violence?

Reporting domestic violence is required by Army Regulation and DoD Directives. If you suspect a friend or neighbor is suffering abuse, please report it to the Military Police Desk at (06181) 180-2749

What if I'm impacted by domestic violence?

Army Community Services, your Army Chaplains, and Social Work Services/Family Advocacy Clinic offer a wide range of programs and services to assist all individuals impacted by family vio-



The Welfare of Children is Taken Very Seriously

lence. If you have family concerns or are a victim of domestic violence, please contact one of the following agencies:

Army Community Service: DSN 322-9360, 8965 or (06181) 88-9360, 8965

Staff Chaplain: DSN 322-1570 or (06181) 88-1570.

Social Work Services/Family Advocacy Clinic: DSN 322-9278 or (06181) 88-9278

After duty hours contact the Military Police Desk at (06181) 180 2749. They will call the on-duty social worker or chaplain to assist you.

Marital Help

Today's Army environment with its frequent deployments can be tough on families and marriages. Thus, many opportunities for enriching marriages exist within your community. Contact Army Community Services, the Chaplains' Office, or the Social Work Services/Family Advocacy Clinic for information on programs and services available to enrich your marriage. Counseling services are also available.

Separation/Divorce

If all attempts to resolve marital issues have failed and you are facing a separation or divorce, there are a few things you need to know. Soldiers are required to manage their personal affairs in a manner that does not bring discredit upon themselves or the Army. That responsibility includes providing adequate support to family members.

Family members are entitled to full military benefits until a divorce is finalized. However, if the sponsor is no longer residing in quarters, the entitlement to retain quarters may be forfeited after 30 days. Contact the Housing Office for more information; exceptions are granted under some circumstances.

When family members no longer reside in Government quarters, Army Regulation 608-99 generally provides that a Soldier separated from his or her family members will pay them support each month. At a minimum, Soldiers are required to pay the Basic Allowance for Quarters II (BAQ) at

the "WITH dependents" rate in support. Whether the Soldier actually receives any BAQ or not has no effect on the obligation to pay support. If there is a written agreement or court order, a Soldier must provide financial support for the spouse and/or child in accordance with the agreement or court order. There are exceptions to the general support requirement for cases where both parents are in the military, where family members live in Government quarters, where one spouse earns more money than the other, and where Soldiers directly pay non-Government housing expenses for family members. For more information on support requirements, contact your Legal Office or see Army Regulation 608-99.

The ultimate responsibility to ensure a Soldier is complying with his or her support obligations falls on the Soldier's chain of command. Only the commander can order a Soldier to comply with the regulation and pay the support that is owed. For this reason, you need to contact the Soldier's chain of command if there is a problem with support payments. The Soldier's company commander is the place to start. If you are dissatisfied with the commander's response or the Soldier continues to disregard his or her obligations, the matter may be brought to the next higher commander in the chain of command or the Inspector General's Office. A Soldier cannot be forced to pay support; however, he or she can be punished for failing to pay support. Soldiers can be forced to pay support only if there is a court order.

Early Return of Dependents

If you're facing a separation or divorce you may be wondering how you or your family members will return to the United States. An "Early Return of Dependents (ERD)" provides the entitlement for family members to return to the United States prior to completion of the sponsor's current assignment. The entitlement provides for shipment of household goods as well as family travel. ERD orders may be requested by either the sponsor or family member through the sponsor's unit. Once a family member leaves Germany on ERD orders, return at Government expense is not authorized.

Child Abuse/Neglect

Child abuse and/or neglect includes physical injury, sexual maltreatment, emotional maltreatment, deprivation of necessities, educational neglect, withholding of medically indicated treatment, or combinations of these inflicted on a child by an individual responsible for the child's welfare. According to Army Regulation 608-18, Educational Neglect is a type of neglect that includes knowingly allowing the child to have extended or frequent absences from school, neglecting to enroll the child in some type of home schooling or public or private education, or preventing the child from attending school for other than justified reasons.

Child Neglect refers to failure by the caregiver to provide needed, age-appropriate care. Neglect is usually typified by an ongoing pattern of inadequate care and is readily observed by individuals in close contact with the child.

Types of Neglect:

Professionals define four types of neglect physical, educational, emotional, and medical.

Physical Neglect includes the refusal of or extreme delay in seeking necessary health care, child abandonment, inadequate supervision, rejection of a child leading to expulsion from the home, and failing to adequately provide for the child's safety, physical, and emotional needs. Physical neglect can severely impact a child's development by causing failure to thrive, malnutrition, serious illnesses, physical harm in the form of cuts, bruises, and burns due to lack of supervision, and a lifetime of low self-esteem.

Educational Neglect occurs when a child is allowed to engage in chronic truancy or is of mandatory school age but not enrolled in school or receiving needed special educational training. Truancy includes allowing your child to frequently miss or arrive late at school. Educational neglect can lead to underachievement in acquiring necessary basic skills, dropping out of school and/or continual disruptive behavior.

Emotional Neglect includes such actions as chronic or extreme spousal abuse in the child's presence, allowing a child to use drugs or alcohol, refusal or failure to provide needed psychological care, or constant belittling and withholding of affection. This pattern of behavior can lead to poor self-image, alcohol or drug abuse, destructive behavior and even suicide.

- Ignoring - consistent failure to respond to the child's need for stimulation, nurturance, encouragement, and protection or failure to acknowledge the child's presence.
- Rejecting - actively refusing to respond to the child's needs or refusing to show affection.
- Verbally assaulting - constant belittling, name calling, or threatening.
- Isolating - preventing the child from having normal social contacts with other children and adults.
- Terrorizing - threatening the child with extreme punishment or creating a climate of terror by playing on childhood fears.
- Corrupting or exploiting - encouraging the child to engage in destructive, illegal, or antisocial behavior.

Medical Neglect is the failure to provide appropriate health care for a child although financially able to do so. In some cases, a parent or caretaker will withhold traditional medical care during the practice of religious beliefs. These cases generally do not fall under the definition of medical neglect; however, some states will obtain a court order forcing medical treatment of a child in order to save a child's life or prevent life-threatening injury resulting from the lack of treatment. Medical neglect can result in poor overall health and compounded medical problems.

What you can do

If you suspect child abuse or neglect is occurring, you are required to report it to the Military Police Desk or Social Work Services. "Reasonable suspicion" based on objective evidence, which could be firsthand observation or statements made by a parent or child, is all that is needed to report child abuse or neglect. ■

Unique to Germany

in the housing areas



Living in German-built housing is a little different from what you may be used to in America:

- Quarters must be aired.
- Dishwashers need a special salt.
- Transformers are needed for American appliances.
- Light bulbs are different.
- Each room has a radiator with a thermostat which you can set to the desired temperature.
- Oral agreements are binding by German law.
- In the evenings Germans typically close the rolladens or rollos.
- You must observe the German quiet hours.

Unique to Germany

- Airing Quarters
- Special Salt for Dishwashers
- Fluoride
- Transformers
- Light bulbs
- Heating
- Oral Agreements
- Rolladen
- Hot Weather
- Quiet Hours

Living in German-style housing is a little different from what you may be used to in America. The following tips will hopefully help you to adjust to your new environment successfully.

Airing Quarters

Often you'll see the windows open in houses occupied by German families, even in the winter time. There's a reason for this. German houses are made from concrete rather than wood. Therefore, they are airtight. It's important to ventilate your quarters for 10 minutes or more a day to prevent the growth of mildew. If your quarters begin to smell, it's likely you have mildew growth. Airing the quarters will prevent the mildew and also have the added health benefit of clearing the air of airborne viruses and bacteria. If you have mildew growth, use a disinfectant spray and open your windows.

Special Salt for Dishwashers

The water in our region of Germany is hard. In other words, the water contains an appreciable quantity of dissolved minerals. There's nothing wrong with hard water. When water is heated, carbonates may precipitate out of the water and cause scaling. Your dishwasher has a built in water softener to prevent lime scale build up and streaks on dishes. The water softener requires a special granular salt available at AAFES and the Commissaries under the name brand "Somat". The softener will use the salt to replenish itself each time you wash. You should refill the salt container in your dishwasher about once a month. Do not substitute any other salt for Somat. Table, cooking, and rock salts may contain additives that could actually increase the water hardness.

Hard water scaling can also occur around faucets, sinks, baths, and showers. Immediately wiping these areas dry will prevent calcium buildup. Scale removers such as "Lime Away" will dissolve calcium buildups.

Fluoride

The water in this area of Germany is not fluoridated. However, fluoride is added to the water before it reaches your home. Fluoride in water is generally thought to prevent cavities.

Transformers

Since the voltage in Germany is different than in America, you'll need transformers to use your American appliances. **Never plug a 110V appliance into a 220V outlet** as it will be destroyed. Transformers come in a variety of sizes. Clocks and other timed devices normally do not properly function due to the difference in cycles. It is important to know the watt rating of the transformers. Transformers rate are 15W, 75W, 150W, 300W, 750W, or 1000W. Check the wattage rate on the appliance before plugging into the transformer to ensure it does not exceed the transformer wattage. Avoid plugging multiple appliances into one transformer as the total wattage may exceed the transformer.

Use only transformers with a replaceable fuse and a switch on the power cord. Transformers are big energy wasters because the transformers continue to draw power even when the connected appliance is turned off. Transformers should be turned off and unplugged when not in use.

Light Bulbs

Yes, even the light bulbs are different. You cannot use the American 120V bulbs in German 220V light fixtures. The higher voltage will make them blow. 220V light bulbs are available at the Self-Help Store.

Heating

Heating in all units is provided by hot water radiators. The heating is centrally controlled by the Directorate of Public Works. Each radiator in your quarters has a thermostat which you can set to desired temperature in each room during the heating season. During the period 1 May through 30 September, heat will normally not be supplied unless the average daily outside temperature is below 60 degrees Fahrenheit for 48 consecutive hours. The authorized maximum temperature within the quarters is 72 degrees Fahrenheit. Before calling the work reception to report the lack of heat within the quarters, check whether the temperature is below this level.

Oral Agreements are binding by German law, and it can be disastrous if you find yourself in court, so don't commit yourself to a rental contract you can't afford.

Rolladen

Some quarters and most leased and rental units are equipped with rolladens, the modern version of a shutter. In the evenings, you'll find that your German neighbors typically close the rolladens or rollos. This



Rolladen

provides additional privacy and keeps all light out.

Hot Weather

Most German houses lack air conditioning, ceiling fans, and window screens. That's because it usually does not get uncomfortably hot in this region

Noise/Quiet Hours

German laws apply both on and off the kasernes. One law requires residents to observe the German quiet hours. Excessive noise and mowing are **strictly** prohibited during quiet hours. Housing residents will ensure that noise is kept to a minimum during these hours. During the hours noted below, the noise generated within an apartment should not be audible to the residents of other apartments. Residents must ensure individual activities do not infringe upon the rights of others or degrade our overall quality of life at any time. The standard is **"Each of us has the responsibility to ensure that our courteous behavior makes this community an enjoyable place to live and work"**.

Quiet Hours: The quiet hours for the USAG Hessen per German law are:

- 1 May-31 Aug.
1-3 p.m. & 9 p.m. to 7 a.m.
- 1 Sep.-30 Apr.
1-3 p.m. & 8 p.m. to 7 a.m.
- All day/night on Sundays & German holidays.

Definition of loud music/noise:

- Inside quarters - music or other noises made loud enough to be heard by a neighbor or a person walking outside.
- Inside vehicles - music or other noises made loud enough to be heard by the residents of an adjacent vehicle or by pedestrians.
- In Open Areas - music or other noises made loud enough to be heard fifteen feet away from the source.

Vulgar, obscene language, whether spoken or contained on tapes, records, clothing or other media, is not acceptable when others are involuntarily exposed to it. ■



Spring cleanup at the
Fliegerhorst Kaserne

Housing Forms

in the housing areas

Please, fill out carefully!



Housing Residents' Liability for Damage to Assigned Quarters

1. Public law makes military residents of Government housing units legally responsible for damage to the units or for damage or loss of Government-issued appliances and furniture. This notice explains the new rules which apply to family and permanent party unaccompanied personnel housing. You should read it carefully and keep a copy for your records.

a. First, you can be held pecuniary liable when your Government housing, appliances or furnishings are lost, damaged, or destroyed as a result of your negligence or abuse. You are negligent if you act carelessly or if you are aware that your family members or those you allow on the premises are likely to act carelessly and do not take proper steps to prevent or minimize such conduct. Abuse means either willful misconduct or the deliberate unauthorized use of housing, that is, conducting an unauthorized business in the housing unit.

b. Second, the Army has limited your liability to an amount equal to one month's basic pay, unless the damage or loss is caused by your gross neglect or willful misconduct. In such a case, you are liable for the full amount of the damage or loss, which could amount to thousands of dollars. You are grossly negligent if you act in a reckless or wanton manner, or if you are aware that your family members or persons you allow on the premises are likely to act recklessly and you do not take proper steps to prevent or minimize such conduct. In other words, if you know that damage is likely

to result from the willful misconduct or reckless behavior of family members or guests, and are aware of such knowledge, and you fail to exercise available opportunities to prevent or limit the damage, you are grossly negligent and will be charged for the full amount of the loss.

c. Third, you are not liable for damage consisting only of fair wear and tear, caused by an act of God, or by the acts of persons other than family members or guests. You are, however, responsible for damage caused by pets belonging to you or your guests.

d. Fourth, special rules for housing-related reports of survey permit commanders to waive claims for damage or loss when such is found to be in the best interest of the United States. This waiver authority is similar to forgiveness of the debt. If you request a waiver and fail to get it, you can appeal the matter through report of survey channels. If unsuccessful, you can seek redress through the Army Board for Correction of Military Records.

2. The purpose of the housing liability law was to let us set limits for your liability and to waive claims in appropriate circumstances. The potentially greater liability created by the law makes the question of insurance very important. However, only you can decide whether your potential risks warrant the purchase of insurance. The Army does not require it, but you may want insurance for your own protection and peace of mind.

I HAVE READ AND UNDERSTAND THE POLICY CONTAINED HEREIN.

Name _____ Date _____

Quarters Assigned _____

Resident Signature _____

Conditions of Occupancy for Family Housing

Name: _____

Date of Occupancy: _____

Quarters Address: _____

Resident Use

The residents will use the premises solely as single-family residence for themselves and their family members. Use of the unit for any other purpose, including the shelter of any additional number of persons, except temporary guests, is prohibited without prior written consent of the housing representative.

Good Repair

Except as otherwise provided herein, during vacant quarters maintenance, the housing authority will maintain the property in good repair, habitable condition, and will be responsible for all repairs not due to the abuse or negligence of the residents, their family members, or guests during occupancy. Repairs or replacement of equipment provided due to normal wear and tear will also be at the expense of the housing authority.

Condition of Property

The housing authority and the resident will inspect the property, and both parties shall agree that the property is in a fit and habitable condition, except for those damages or malfunctions itemized in writing on the pre-move-in inspection report. The housing authority and resident will retain copies of this report. Any additional items noted by the resident must be submitted in writing and received by the housing authority within 15 days of occupancy. If additional items are not received by the housing authority within the 15-day period, the housing authority will consider the property to be in acceptable condition and suitable for occupancy.

Liability

The above-named resident is liable to the United States for damage to assigned housing and related equipment or furnishings, due to the resident's abuse or neglect. Liability for such damage is limited to one month's base pay, unless the dam-

age was the result of the resident's gross negligence or willful misconduct. For example, a Soldier is grossly negligent if he is aware of specific risks posed by reckless, wanton, or deliberate conduct of family members, or guest, and fails to exercise available opportunities to prevent the damage. In the absence of evidence to the contrary, Soldiers will be presumed to be on notice of risks attending the activities of those whom the Soldier allows upon the premises.

Insurance

Private liability insurance is an option of the resident and should be considered as a safeguard against the potentially substantial liability described above.

Pets

Army housing and related equipment, and furnishings which are damaged by pets allowed on the premises by the resident will be repaired or replaced at the resident's expense. If pets are allowed on the premises, carpets will be cleaned at the termination of occupancy at the resident's expense.

Plumbing and Appliances

The resident must keep the premises, including all plumbing fixtures, facilities, and appliances, as clean and safe as condition permits and will attempt to unclog and keep clear all waste pipes, drains, and water closets where possible. At the termination of occupancy, all appliances and equipment must be in good working order and the premises must be in good clean condition. Normal wear and tear is expected.

Use and Repair of Facilities

The resident will use all electrical, plumbing, sanitary, heating, ventilating, air conditioning, and other fixtures, facilities and appliances in or on the premises in a reasonable manner. Any damage caused

Conditions of Occupancy for Family Housing (continued)

by either the residents, their family members, and guests, beyond normal wear and tear, will be repaired at the resident's expense.

Damaging Property

If the resident willfully or negligently destroys, defaces, damages, impairs, or removes any part of the premises (including fixtures, facilities, and appliances) or willfully or negligently permits any person to do so, replacement or repair will be at the resident's expense.

General Maintenance

The residents will at their own expense:

- a) Keep up and preserve in good condition any lawn, vines, shrubbery, and gardens and keep all fences in good repair, normal wear and tear excepted;
- b) remove leaves, sticks, and other debris that accumulate on the property;
- c) promptly remove ice and snow as necessary or required;
- d) furnish their own light bulbs when not available at the Self-Help Store;
- e) replace or repair all broken or damaged glass, screens, flooring, wood plaster, drywall, and locks occurring during their occupancy, normal wear and tear exempted.

The resident will pay for any repairs or replacements of property, equipment, or appliances required due to the abuse or negligence by acts of commission or omission of the residents, their family members, or guests. The consent of the housing manager must be obtained before the resident places any exceptionally heavy articles such as water beds, in the unit that may damage the unit's structural integrity.

Notice of Defects or Malfunction

The resident must promptly notify the Housing Office whenever the structure, the equipment, or any fixture contained therein becomes defective, broken, damaged, or malfunctions in any way. If no such notice is given, the resident will be held liable for any resultant damage.

Resident Conduct

Residents will conduct themselves in a manner that will not disturb their neighbors.

Health and Safety

The resident will comply with all health and safety regulations imposed by the local command.

System Overloads

The resident will not install or use any equipment that will overload any gas, water, heating, electrical, sewage, drainage, or air conditioning system of the assigned premises.

Smoke Detectors

It is the responsibility of the resident to check smoke detectors periodically during occupancy and replace batteries, if appropriate, to keep the smoke detector in proper working condition. Any other malfunctions detected must be reported to the Housing Office.

Redecorating and Alteration

The resident will obtain written consent from the housing authority before making any alterations, additions, or improvements. At the discretion of the housing authority, alterations may remain with the property or be removed by the resident. When removing such alterations, the premises must be returned to its original condition at the expense of the resident.

Periods of Absence

The resident must notify the Housing Office whenever extended absences from the housing unit are anticipated.

Access to Property by the Installation Commander or Duly Designated Representatives

Upon reasonable notice to the resident and at reasonable times, the Installation Commander or a duly designated representative may enter the premises in order to:

- a) inspect the property;
- b) make necessary repairs, alterations, or improvements;
- c) supply necessary or agreed upon services.

If the residents are not at home when the premises are to be entered, the housing representative will have (in decreasing order of preference) a representative from the resident's com-

Conditions of Occupancy for Family Housing (continued)

mand or unit, a security officer, or a disinterested third party accompany him or her when entering the housing unit.

Neglect and Costs

If at any time the housing authority is required to make repairs to the property or its equipment for damages caused by abuse or negligence of the resident, the resident's family members, or guests, the resident understands that the repairs will

be made at the resident's expense. Residents are liable to pay the total expense for any loss or damage to assigned housing or related equipment or furnishings, which is due to gross negligence or willful misconduct. As appropriate, the housing residents will be afforded the right to complete the necessary repairs either by outside contractor or on their own; however, work must meet Government inspection.

I HAVE READ AND UNDERSTAND ALL OF THE CONDITIONS CONTAINED HEREIN.

Sponsor: _____ **Date:** _____

Spouse: _____ **Date:** _____

Housing Representative: _____ **Date:** _____

Resident's Supplementary Quarters Condition Report

Resident's Supplementary Quarters Condition Report		
Resident Name & Grade:		
Quarters Address:		
Date of Assignment:		
To ensure that you are not held responsible for any damages when you terminate your housing unit, we ask that you take the time to inspect your unit and note any discrepancies not annotated on your assignment inventory & condition report		
You have 14 days from the date of your housing assignment to bring this completed form to the Housing Office, Bldg. 11, Rm. 4 (Pioneer Kaserne)		
	Discrepancies noted: (To be completed by resident)	Action to be taken (To be completed by Housing Office)
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
Resident will be instructed to call in work orders for those items that are deemed to be routine maintenance and repair. Others discrepancies will be made a part of your assignment files.		
Date Received:		
Housing Representative:		

Exception to Policy Memorandum

(Your Office Symbol)

Date

MEMORANDUM THRU COMMANDER, (Your Unit Commander)

**FOR Commander, USAG Hessen, Directorate of Public Works, Housing Division,
Unit 20193, Box 0011, APO AE 09165-0011**

SUBJECT: Request an Exception to Policy for (state the reason)

1. Your Name, Rank, SSN:
Unit Assigned:
Duty Location:
Duty Phone:
Quarters Address or Private Rental Address (if authorized to live off-post):
Home Phone:
2. In this paragraph state what you are requesting in your exception to policy.
Examples: larger quarters due to increase in family members, relocation to first floor due to medical condition, housing prior to command sponsorship, etc.
3. In this paragraph, state the specific reason you are requesting the exception to policy.
4. Point of contact for this action is (POC's name, rank), (unit assigned, duty phone).

Sponsor's Signature

For E-6 and below

Commander's Signature (LTC or above)

Recommend Approval/Disapproval (It must have approval or disapproval marked)

NOTE:

Medical exceptions to policy require a statement from your Health Clinic Commander detailing your specific housing requirements based upon your medical condition. A letter from your primary physician will not be accepted. To schedule an appointment with the Medical Commander please call 328-6600. If you are pregnant, submit the Health Clinic Commander's statement verifying your pregnancy and your delivery date. Pregnancy exceptions also require an approved conditional command sponsorship memorandum from the 55th Personnel Support Battalion.

The Housing Division will submit your request to the Exceptional Family Member Program Manager for verification of enrollment.

Termination of Government Quarters Check Sheet

Our job is to make your change of duty station as smooth as possible. Clearing military housing is unique and requires the full cooperation of all agencies.

Rank / Name: _____ Date: _____

Address: _____

Unit Address: _____

Phone Number: _____

Family members will: ____ travel with me ____ return early ____ remain in quarters

Schedule of appointments for clearing quarters:

Household goods pick-up: _____

Hold baggage pick-up: _____

CFMO loaner furniture delivery: _____

Final outprocessing appointment: _____

Port call itinerary flight date: _____

Housing pre-inspection Date: _____ Time: _____

Housing termination inspection Date: _____ Time: _____

Your initials below indicate that you have been briefed on the following items as it pertains to **Termination** of Government housing:

____ **Departure temporary lodging allowance (TLA) claim.** Temporary Lodging Allowance is authorized in accordance with USAREUR Regulation 37-4.

IF authorized, I will receive **TLA for** ____ **days, from** _____ **to** _____

____ Transportation Coordination – Pioneer Kaserne, Bldg. 21

____ The Lending Closet – ACS Pioneer Kaserne, Bldg. 19

____ **Central Processing Facility (CPF) termination briefings are held every 1st and 3rd Wednesday of the month at the ITC, Bldg 20. Pioneer Kaserne at 1 p.m.**

Resident Signature, SSN

Housing Counselor Signature

CC: CFMO

Notification of Family Departure

DEPARTMENT OF THE ARMY
US ARMY GARRISON HESSEN
UNIT 20193, BOX 0011
APO AE 09165-0011

AETV-HAS-PWH

Memorandum for Housing Division, Directorate of Public Works, Unit 20193, Box 0011, APO AE 09165-0011

Subject: Service Member/Family Departure from (AFH/UPH/Off-Post) Housing for Extended Period

Rank / Name: _____ SSN: _____

Duty Unit: _____

Quarters Address: _____ Phone: _____
(Telephone number sponsor can be reached while quarters are vacant.)

1. Request to retain assigned government quarters at _____ while my family is out of the area for _____ days. The below information is provided in support of this request:

a. Dates family will be absent from quarters: Leave: _____ Return: _____

b. Point of Contact (POC): Name: _____ Rank: _____

c. POC's Duty Phone: _____

d. POC's Home Phone: _____

e. POC will be given keys for the quarters listed above: Yes / No. (Circle One)

f. If "NO", do you authorize the Housing Office to gain entry to your quarters in case of an emergency? YES NO

g. OFF-POST Private Rental Housing Only:

Landlord notified: Yes / No. (Circle One)

The landlord knows who the POC is and how to contact them: Yes / No. (Circle One)

The landlord knows to contact PAE in case of emergency or other concerns: Yes / No.

(Circle One)

Rent paid automatically: Yes / No. (Circle One), if NO how is the rent paid: _____

Utilities paid automatically: Yes / No. (Circle One), if NO how are the utilities paid: _____

2. The reason for this departure:

_____ Deployment of Sponsor / Service Member _____ Social Visit/Vacation

_____ Emergency Leave _____ Other, please explain: _____

Notification of Family Departure (continued)

3. I understand and accept the following conditions of being absent from my assigned quarters: (The service member is to **initial each** of the **bullets** and **sign this statement**.)

- _____ a. I have been briefed and fully understand that I am still responsible for my assigned quarters even though no one will be living there during the period listed above.
- _____ b. I understand that even though **my quarters will be vacant, my Basic Allowance for Housing (BAH) will still be forfeited.**
- _____ c. I fully understand that I am responsible for finding a **POC that will be in the area during the period the quarters will be empty.**
- _____ d. I fully understand that I am responsible for making arrangements for any pets and **that I am liable for any and all damages that my pet(s) may cause.**
- _____ e. I fully understand that **I am responsible for any veterinarian and/or kennel fees that may be incurred if my pet has to be removed from my quarters due to health and/or safety issues.**
- _____ f. Windows will be closed during the period stated above.
- _____ g. If leaving the quarters for more than 30 days, the refrigerator and freezer should have no food items left in it, in case of power loss.
- _____ h. The radiators should be set at one (1) while the quarters are vacant during winter months.
- _____ i. I understand that I am responsible for having an alternate POC in case the designated POC is unable to continue acting as POC. **I understand I will be held liable for any and all damages that may occur to my quarters if I fail to make arrangements for an alternate POC.**
- _____ j. If an alternate POC is used, **I will inform the Housing Division immediately who the alternate POC is and how to contact them.** I understand, even though an alternate POC is used, I am still responsible for any and all damages that may occur while my family and I are absent from the quarters.
- _____ k. I will inform the Housing Office immediately if the dates I will be absent from quarters change.

4. To be completed by the POC. (**Initial each bullet** and **sign this statement**.)

- _____ a. **As POC I will remain in the area** and to the best of my knowledge, not be deployed, on leave, in the field, etc., for the time period stated above.
- _____ b. As POC, I am fully aware that I am responsible to be available for Housing officials or personnel acting on Housing's behalf during this time period.
- _____ c. **I am responsible for the health and safety of any pets living in the quarters while acting as POC.**
- _____ d. I understand I am fully responsible for notifying the resident and the Housing Division if I am no longer able to act as POC. Additionally, Off-post residents must notify the CHRRS contractor and UPH residents must notify the residents rear detachment.

Service Member Signature

Date

Point of Contact Signature

Date

Commander or Rear Detachment Commander Signature

Date

Hanau Phone Directory

Hanau Phone Directory

If you can't find the answer to your questions in this "Welcome to Hanau" booklet, contact Army Community Service at DSN 322-8965, 8963 or (06181) 88-8965, 8963.

Emergency Numbers

Military Police	(06181) 88-114, DSN 114
German Police	110
Fire Department	(06183) 51-117, DSN 117
Duty Chaplain (24 Hours) Contact 104th EOC	DSN 322-8291
Mental Health	(06181) 500-6777
Red Cross	(07031) 15334, DSN 431-2334
Social Work Services	(06181) 88-9278
Krankenhaus / Hospital	(06181) 2960
Ambulance	(06181) 88-114, DSN 114
Operator / Information	(06181) 88-113, DSN 113
Taxi	(06181) 24111
Emergency Work Order	(06181) 88-115, DSN 115
Post Locator	DSN 484-8428
Road conditions during inclement weather	(06181) 180-2661 DSN 323-2661

Emergency Operation Centers

USAG Hessen	DSN 322-8291, 9452
130th Engineer Brigade	DSN 322-8848
16th Combat Support Group	DSN 323-2007
4th Aviation Brigade	DSN 322-7401
5/7th Air Defense Artillery	DSN 322-9300
1/1 Cavalry Squadron	DSN 321-4805

Dialing the phone

When dialing a military number from a civilian telephone, dial the city code (if outside the city limits), the military access number and the last numbers in the military number as shown below.

Büdingen:

06042-80-Last three of the DSN number.

Fliegerhorst DSN 322:

06183-51-Last four of DSN number.

Gelnhausen:

06051-81-Last three of DSN number.

Hanau DSN 322:

06181-88-Last four of DSN number.

Hanau DSN 323:

06181-180-Last four of DSN number.

Hanau DSN 328:

06181-500-Last four of the DSN number.

When dialing a military number from a civilian telephone in the U.S., dial:

Büdingen:

011-49-6042-80-Last three of the DSN number.

Fliegerhorst:

011-49-6183-51-Last four of the DSN number.

Gelnhausen:

011-49-6051-81-Last three of the DSN number.

Hanau DSN 322:

011-49-6181-88-Last four of the DSN number.

Hanau DSN 323:

011-49-6181-180-Last four of the DSN number.

Hanau DSN 328:

011-49-6181-500-Last four of the DSN number.

Making a Long Distance Call

Calling Collect to the U.S:

0010-(area code) - phone number

Calling Direct to the U.S:

001-(area code) - phone number

Calling from the U.S. to Germany:

011-49-(no 0) - phone number

Calling a stateside DSN line from a Class A
DSN Line in Germany:

312 + 7 digit DSN

Whenever you dial a German telephone number from outside of Germany, you drop the first number (the 0). So, if you want to call DSN 322-8963 from within Germany you dial (06181) 88-8963. From the U.S. you dial 011-49-6181-88-8963.

Hanau Phone Directory

Notes:

AAFES

Human Resources:

Mon-Fri 10 a.m. to 4 p.m.

DSN 322-8329 / (06181) 958-4401

Exchange Manager:

Mon-Fri 7:30 a.m. to 16:30 p.m.

(06181) 95840

Main PX

Mon-Fri 10 a.m. to 8 p.m.

DSN 322-8603 / (06181) 88-8603

Toy Store	(06181) 95840
Furniture Store	(06181) 958-4229
Optical Shop	(06181) 573-901
Sid's Gift Shop	(06181) 573-191
Sports Store	(06181) 958-4226
Willi Geck	(06181) 572-793

AAFES Gas Station at Pioneer

Mon-Fri 7:30 a.m. to 6 p.m.

(06181) 56806

AAFES Gas Station on Wolfgang

(06181) 969-120

Army Career Alumni Program (ACAP)

Mon-Fri 8 a.m. to 4:30 p.m.

DSN 322-8356,8308 / (06181) 88-8356, 8308

Job Assistance Center:

Mon-Fri 8 a.m. to 4:30 p.m.

DSN 322-8356 / (06181) 88-8356

Army Community Service (ACS)

Bldg. 19, Pioneer Kaserne

Mon-Fri 9 a.m. to 5 p.m.

DSN 322-8965 / (06181) 88-8965

Family Advocacy

Mon-Fri 9 a.m. to 5 p.m.

DSN 322-9360 / (06181) 88-9360

Wolfgang Outreach Center

Mon-Fri 9 a.m. to 5 p.m.

DSN 322-9664 / (06181) 88-9664

Büdingen Family Outreach Center

Mon-Fri 9 a.m. to 5 p.m.

DNS 321-4786 / (06042) 80-786

Army Emergency Relief

Pioneer Kaserne

Mon-Fri 9 a.m. to 5 p.m.

DSN 322-8097 / (06181) 88-8097

Army Substance Abuse Program (ASAP)

Bldg. 3, Pioneer Kaserne

Mon-Fri 7:30 a.m. to 12:00 p.m. and 1 to 4:30 p.m.

DSN 322-8911 or 8762 / (06181) 88-8911 or 8762

American Forces Network (AFN) Europe Headquarters, Mannheim

AFN Commander

Mon-Fri 8 a.m. to 5 p.m.

DSN 389-4333 / (0621) 46085-333

News Director

Mon-Fri 8 a.m. to 5 p.m.

DSN 389-4301 / (0621) 46085-301

Public Affairs Office

Mon-Fri 8 a.m. to 4:30 p.m.

DSN 389-4335 / (0621) 46085-335

American Forces Network (AFN) Hessen

(Bldg. 1217, Wiesbaden Army Airfield)

Operations Director

DSN 337-6852 / (0611) 705-6852

Commander

DSN 337-6851 / (0611) 705-6851

News and Broadcast Staff

DSN 337-6493 / (0611) 705-6493

On air studio (Request Line)

DSN 337-5103 / (0611) 705-5103

Airport / Air Field

Operations Fliegerhorst Kaserne

Mon-Fri 9 a.m. to 5 p.m.

DSN 322-7564, 7611 / (06183) 51-7564

Area Support Teams

Fliegerhorst

Mon-Fri 9 a.m. to 5 p.m.

DSN 322-7471 / (06183) 51-7451

Büdingen

DSN 3214-755 / (06042) 80-755

Arts & Crafts (MWR)

American Sampler Crafts Shop

Mon/Tue/Holidays closed, Wed/Thu 11 a.m. to 8 p.m., Fri-Sun 10 a.m. to 6 p.m.

DSN 322-8082 / (06181) 88-8082

Auto Repairs / Parts / Crafts

Auto Skill Center (MWR)

Mon-Fri 9 a.m. to 6 p.m.

DSN 322-8247 / (06181) 88-8247

AAFES Car Care Center

Mon-Fri 9 a.m. to 6 p.m.

(06181) 54011

POV Holding Lot

Mon-Fri 10 a.m. to 4 p.m.

DSN 322-8523 / (06181) 88-8523

ATU (Auto Teile Unger) – Hanau-Großauheim, Rodgaustraße 5,

Hanau Phone Directory

(0180) 527-2727,
Mon-Fri 7:30 a.m. to 8 p.m., Sat 8 a.m. to 4 p.m.

ATU (Auto Teile Unger) – Gelnhausen,
Lützelhäuser Weg 3,
(0180) 527-2727,
Mon-Fri 7:30 a.m. to 8 p.m., Sat 8 a.m. to 4 p.m.

Boxenstop – Hanau,
Am Wallweg 2-4 (near Main-Kinzig-Center),
(06181) 254567,
Mon-Fri 8 a.m. to 8 p.m., Sat 9 a.m. to 3 p.m.

Schrieber – Hanau-Großauheim,
Josef-Bautz-Straße 7,
(06181) 571122

1a Autoservice – Hanau,
Nordstr. 40,
(06181) 160202

Auto Weisser – Hanau,
Friedberger Straße 35 (near the Nordbahnhof),
(06181) 14930

Pit Stop – Hanau,
Leipziger Straße 59,
(06181) 364-459,
Mon-Fri 8 a.m. to 6 p.m., Sat 8 a.m. to 2 p.m.

Pit Stop – Maintal,
Am spitzen Sand,
(06181) 441697,
Mon-Fri 9 a.m. to 6 p.m., Sat 8 a.m. to 2 p.m.

Pit Stop – Büdingen,
An der Saline 19,
(06042) 952581,
Mon-Fri 8 a.m. to 6 p.m., Sat 8 a.m. to 2 p.m.

Banks / Credit Unions

Andrews Credit Union
Mon-Fri 9 a.m. to 4 p.m.
DSN 322-8062 / (06181) 95380

Community Bank Wolfgang
Mon-Fri 9 a.m. to 4 p.m., Sat 10 a.m. to 1 p.m.
DSN 322-8064 / (06181) 950-160

Fliegerhorst Community Bank
Mon-Fri 9 a.m. to 4 p.m., Sat 9:30 a.m. to 1:30 p.m.
DSN 322-7458 / (06183) 517-265

Barber Shops

Pioneer
Mon-Fri 8:30 a.m. to 5 p.m.
DSN 322-9566 / (06181) 88-9566

Fliegerhorst
Mon-Fri 9 a.m. to 5 p.m.
DSN 322-7966 / (06183) 51-7966

Wolfgang
Mon-Fri 10 a.m. to 7 p.m.
(06181) 572-787

Hutier
Mon-Fri 8 a.m. to 5 p.m.
DSN 322-2709 / (06181) 888-709

Büdingen
Mon-Fri 9 a.m. to 5 p.m.
DSN 321-4749 / (06042) 80-749

Beauty Shop Wolfgang
Mon-Fri 9 a.m. to 5 p.m.
(06181) 572-948

Nail Place, Wolfgang
Mon-Fri 10 a.m. to 5 p.m.
(06181) 573-499

Billeting

Billeting / Lodging
Mon-Fri 24 hours
DSN 322-1700, 8357 / (06181) 88-1700, 8357

Book Stores

Book Mark, Wolfgang Kaserne
Mon-Fri 10 a.m. to 7 p.m.
(06181) 573-467

Bowling Centers

Hessen Bowling Center Wolfgang Kaserne
Mon-Fri 10 a.m. to 11 p.m.
DSN 322-8534, 8638

Car Rental

Sixt
Mon-Fri 9 a.m. to 18 p.m.
(06181) 571-188

Car Sales

Auto Exchange
(Tax Free - American Specs: Audi, Volkswagen,
Toyota & Honda)
(06181) 906-0775 or 906-4742

BMW Military Sales
Mon-Fri 9:30 a.m. to 6 p.m., Sat 10 a.m. to 3 p.m.
(06181) 573-283

Chrysler / Harley Davidson
Mon-Fri 10 a.m. to 6 p.m., Sat 12 p.m. to 3 p.m.
(06181) 54416

Ford
Mon-Fri 10 a.m. to 6 p.m.
(06181) 56823

General Motors
Mon-Fri 9 a.m. to 6 p.m.
(06181) 55602

Honda
Mon-Fri 9 a.m. to 6 p.m.
(06181) 51558

Notes:

Hanau Phone Directory

Notes:

Military Car Sales Center
Mon-Fri 9 a.m. to 6 p.m.
(06181) 575-712

Volvo
Mon-Fri 9 a.m. to 6 p.m.
(06181) 573-130

Central Issue Facility

Pioneer
Mon-Fri 7 a.m. to 4 p.m.
DSN 322-8159, 8137 / (06181) 88-8159, 8137

Central Processing Facility

Mon-Fri 7:30 a.m. to 4:30 p.m..
Bldg. 21, Pioneer Kaserne
DSN 322-8043 / (06181) 88-8043

55th PSB
DSN 322-8412, 8417 / (06181) 88-8412

In / Out-processing
DSN 322-8602, 8431, 8427 / (06181) 88-8602

In-processing Training Center
DSN 322-8952, 8394 / (06181) 88-8952

Chaplains / Chapels

ASG Chaplain
Bldg. 9, Pioneer Kaserne
Mon-Fri 9 a.m. to 5 p.m.
DSN 322-1370 or 8475 / (06181) 88-1370 or 8475

Hanau Community Chaplain
Bldg. 9, Pioneer Kaserne
Mon-Fri 9 a.m. to 5 p.m.
DSN 322-1370 or 9221 / (06181) 88-1370 or 9221

Büdingen Chaplain
DSN 321-4810, 4268 / (06042) 80-4810

Chapel Fliegerhorst
Sun 9 a.m. to 5 p.m.
DSN 322-7767, 7579 / (06183) 51-7767, 7579

Chapel Pioneer
Sun 9 a.m. to 5 p.m.
DSN 322-7767, 7579 / (06181) 88-7767

Child and Youth Services (CYS)

Child Care / Child Development Center (CDC)

CLEOS / Center Registration
Mon-Fri 8:30 a.m. to 4 p.m.
DSN 322-9144 / (06181) 88-9144,
Fax: DSN 322-8370 / (06181) 88-8370

CDC Argonner
Mon-Fri 5:45 a.m. to 6 p.m.
DSN 322-8083, 9263 / (06181) 88-8083

CDC Fliegerhorst
Mon-Fri 5:45 a.m. to 6 p.m.
DSN 322-7821 / (06183) 1304

CDC Gelnhausen Bldg. 1838/1835
Mon-Fri 5:45 a.m. to 6 p.m., Sat/Sun Closed
(06051) 4169

CDC Büdingen
Mon-Fri 5:45 a.m. to 6 p.m.
DSN 321-4746, 4720 / (06042) 80-746 or 720

Family Child Care Office
Mon-Fri 7:30 a.m. to 4 p.m.
DSN 322-8458 / (06181) 88-8458

Youth Services (YS)
Director Sportsfield
Mon-Fri 8 a.m. to 12 p.m. and 1 to 4 p.m.
DSN 322-8155 / (06181) 88-8155

Youth Services / Teen Center
Mon-Fri 3 p.m. to 9 p.m., Sat 1 p.m. to 5 p.m.
DSN 322-8231 / (06181) 88-8231

Youth Services (YS)/School Age Services (SAS),
Gelnhausen, Bldg. 1827
Mon-Fri 5:45 a.m. to 6 p.m., Sat/Sun Closed
(06051) 4307

School Age Services, Büdingen
Mon-Fri 5:45 a.m. to 9 p.m., 3:30 p.m. to 6 a.m.
DSN 321-4793 / (06042) 80-793

School Age Services Sportfield
Mon-Fri 5:45 a.m. to 6 p.m.
DSN 322-8155 / (06181) 88-8155

Millennium Teen Center, Büdingen
DSN 321-4793 / (06042) 80-793

Youth Sports
DSN 323-3919 / (06181) 180-3919

Instructional Classes
DSN 323-3942 / (06181) 180-3942

Civilian Personnel Advisory Center (CPAC)

Yorkoff Kaserne
Mon-Fri 9 a.m. to 5:30 p.m.

Job Information
DSN 323-2242 / (06181) 180-2242

Director
DSN 322-1430 / (06181)-88-1430

Information Service Division
DSN 322-1630, DSN 323-2473 / (06181) 88-1630

Management Employee Relations
DSN 323-2758, DSN 323-2244 / (06181) 88-2758

NAF Job Information
DSN 323-2172 / (06181) 180-2172

NAF
DSN 323-2287 / (06181) 180-2287

Personnel Officer
DSN 323-2906 / (06181)-180-2906

Hanau Phone Directory

Commissaries

Wolfgang Commissary

10 a.m. to 8 p.m.

DSN 322-8323, 8736, 8992 / (06181) 88-8323

Büdingen Commissary Annex

DSN 321-4726 / (06032) 85590

Gelnhausen Commissary Annex, Bldg. 1822

Tues-Fri 12 p.m. to 7 p.m., Sat 10 a.m. to 4 p.m.,

Sun/Mon Closed

(06051) 4266

Community Staff

Mon-Fri 9 a.m. to 5p.m.

Garrison Commander (USAG Hessen)

DSN 322-1300 / (06181) 88-1300

Garrison Deputy Commander (USAG Hessen)

DSN 322-1310 / (06181) 88-1310,

Garrison Command Sergeant Major

DSN 322-1320 / (06181) 88-1320

414 BSB Commander

DSN 322-1500 / (06181) 88-1500

414 BSB Deputy Commander

DSN 322-1510 / (06181) 88-1510

414 BSB Command Sergeant Major

DSN 322-1520 / (06181) 88-1520

Criminal Investigation Command

Mon-Fri 9 a.m. to 4 p.m.

Administration

DSN 323-2303 / (06181) 180-2303

SAIC

DSN 323-2863 / (06181) 180-2863

EC / GC

DSN 323-2650 / (06181) 180-2650

Dental Clinic

Appointments Hanau

Mon-Fri 7:30 a.m. to 4 p.m.

DSN 328-6520, 6521, 6522 / (06181) 500-6520

Appointments Büdingen

Mon-Fri 7:30 a.m. to 4:30 p.m.

DSN 321-4862, 4729 / (06042) 80-729

Department of Defense Dependent Schools

(DODDS) - *see schools*

Dining Facilities (DFAC)

Dining Facility Administration

Bldg. 27, Pioneer Kaserne

Mon-Fri 7:30 a.m. to 4 p.m.

DSN 322-8643 or 8437 / (06181) 88-8643 or 8437

Büdingen

Mon/Tue/Wed/Fri 7 to 8:45 a.m., 11:30 a.m. to 1 p.m., and 4:30 to 6 p.m., Thu 5 to 6:30 a.m., 12 to 1:30 p.m., and 4:30 to 6 p.m., Weekends/Holidays 9:30 a.m. to 1 p.m. and 5 to 6:30 p.m.

DSN 321-4724, 4792, 4759 / (06042) 80-724

Fliegerhorst, Bldg. 1353

Mon/Tue/Wed/Fri 7-8:30 a.m., 11:30 a.m. to 1 p.m., 4:30 to 6 p.m., Thu 5:30 to 7 a.m., 12 to 1:30 p.m., 4 to 5:30 p.m., Weekends 9:30 a.m. to 1 p.m. and 4:30 to 6 p.m.

DSN 322-7752 / (06183) 51-7752

Hutier, Bldg. 1107

Mon/Tue/Wed/Fri 7-8:30 a.m., 11:30 a.m. to 1 p.m., 4:30 to 6 p.m., Thu 5:30 to 7 a.m., 12 to 1:30 p.m., 3:30 to 4:30 p.m., Weekends /Holidays Closed

DSN 323-2402 / (06181) 180-2402

Pioneer, Bldg. 12

Mon/Tue/Wed/Fri 7-8:30 a.m., 11:30 a.m. to 1 p.m., 4:30 to 6 p.m., Thu 6 to 7:30 a.m., 12 to 1:30 p.m., 3:30 to 5 p.m., Weekends 10 a.m. to 12 p.m. and 4:30 to 6 p.m.

DSN 322-8090 / (06181) 88-8090

Underwood, Bldg. 790, Großauheim Kaserne

Mon/Tue/Wed/Fri 7-8:30 a.m., 11:30 a.m. to 1 p.m., 4:30 to 6 p.m., Thu 6 to 7:30 a.m., 12 to 1:30 p.m., 3:30 to 5 p.m., Weekends 10 a.m. to 1 p.m. and 4 to 6 p.m.

DSN 322-9385 / (06181) 88-9385

Directorate of Emergency Services (DES) -

see Military Police

Directorate of Logistics

USAG Director

Bldg. 27, Pioneer Kaserne

Mon-Fri 7:30 a.m. to 4:30 p.m.

DSN 322-1540, 8340 / (06181) 88-1540, 8340

Deputy DOL

Bldg. 27, Pioneer Kaserne

Mon-Fri 7:30 a.m. to 4:30 p.m.

DSN 322-8434 / (06181) 88-8434

Battalion Movement Control Team (BMCT)

Bldg. 23, Pioneer Kaserne

Mon-Thu 7:30 a.m. to 4 p.m., Fri 7:30 a.m. to 3:45 p.m. DSN 322-8327 / (06181) 88-8327

Central Issue Facility (CIF)

Bldg. 15, Pioneer Kaserne

Mon-Wed 7:30 a.m. to 12 p.m. By Appt

Mon-Thur 1 to 3:30 p.m. Walk-In

Thu 7:30 a.m. to 12 p.m. Unit Special Issue

Fri 7:30 a.m. to 12 p.m. ITC, Closed Fri p.m.

DSN 322-8159 or 8137 / (06181) 88-8159 or 8137

Notes:

Hanau Phone Directory

Notes:

Dining Facilities (DFAC) - *see Dining Facilities*

Driver's Testing - *see Driver Testing*

Installation Transportation Officer (ITO) - *see Transportation*

Personal Property Processig Office (PPPO)
Bldg. 21, Rms 4a, 4b, & 5, Pioneer Kaserne
Mon-Fri 7:30 a.m. to 4:30 p.m.
DSN 322-8147 or 9323 / (06181) 88-8147 or 9323

Petroleum, Oil and Lubrications (POL) Point
DSN 322-8820 / (06181) 88-8820

Property Book Office (PBO)
Bldg. 601, Großauheim Kaserne
Mon-Fri 7:30 a.m. to 4:30 p.m.
DSN 322-9491 or 9475 / (06181) 88-9491 or 9475

Quarter Master Laundry
Bldg. 15, Pioneer Kaserne
Mon-Fri 8 a.m. to 4 p.m.
DSN 322-9424

SATO Travel - *see Transportation*

Transportation Motor Pool (TMP)
Bldg. 17, Pioneer Kaserne
DSN 322-1800 or 8785 / (06181) 88-1800 or 8785

Troop Issue Subsistence Activity (TISA)
Bldg. 605, Großauheim Kaserne
Mon-Fri 7:30 a.m. to 4:30 p.m.
DSN 322-8480 or 8136 / (06181) 88-8480 or 8136

Directorate of Plans, Training, Mobilization and Security

Mon-Fri 7:30 a.m. to 4:30 p.m.

USAG Director
DSN 323-2633 / (06181) 180-2633

Operations Officer
DSN 323-2720 / (06181) 180-2720

Security Specialist
DSN 323-2704 or 2011 / (06181) 180-2704 or 2011

S2/S3 Transition Office
DSN 322-8731 / (06181) 88-8731

Directorate of Public Works

Mon-Fri 7:30 a.m. to 4:30 p.m.

Work Order
DSN 322-8601 / (06181) 88-8601

Administration
DSN 322-8264 / (06181) 88-8264

Director
DSN 322-8320 / (06181) 88-8320

DPW / USAG Engineer
(Bldg. 903, 1st floor, Francois Kaserne)
DSN 323-2826 / (06181) 88-2826

Buildings & Grounds
DSN 322-8440, 8770 / (06181) 88-8440

Contract Management
DSN 322-8802 / (06181) 88-8802

Heating
DSN 322-8025 / (06181) 88-8025

Environmental Officer
(Bldg. 11, basement, Pioneer Kaserne)
DSN 322-8079 / (06181) 88-8079

Plans
DSN 322-8777 / (06181) 88-8777

Property Control
DSN 322-8186 / (06181) 88-8186

Self-Help Store - See Self-Help Store

Utilities
DSN 322-8025 / (06181) 88-8025

Driver Testing

Bldg. 20, Rm 1, Pioneer Kaserne
Mon-Fri 7:30 a.m. to 4:30 p.m.
DSN 322-8769 / (06181) 88-8769

Driver's Training
DSN 322-9107 / (06181) 88-9107

Director of Resource Management

Director
DSN 322-1410, DSN 323-3408 / (06181) 88-1410

Manpower Division
DSN 323-3209 / (06181) 180-3209

Management Strategic Plan
DSN 323-3209, 3401 / (06181)-180-3209

Budget Division
DSN 322-1414 / (06181) 88-1414

Education Centers and Colleges

Digital Training Facility
Mon-Fri 7:30 a.m. to 6:30 p.m.
DSN 322-9718 / (06181) 88-9718

Education Counselor
Mon-Fri 7:30 a.m. to 4 p.m.
DSN 322-8380 / (06181) 88-8380

Embry Riddle Aeronautical
Mon-Fri 9 a.m. to 5 p.m.
DSN 322-5436 / (06181) 88-5436

Registrar Pioneer
Mon-Fri 9 a.m. to 4 p.m.
DSN 322-8314 / (06181) 88-8314

Central Texas College HQs
Mon-Fri 9 a.m. to 4 p.m.
DSN 322-8851 / (06181) 88-8851

Hanau Phone Directory

Central Texas Registrar, Pioneer Kaserne
Mon-Fri 9 a.m. to 4 p.m.
DSN 322-5410 / (06181) 88-5410

University of Phoenix Registrar
Mon-Fri 9 a.m. to 4 p.m.
DSN 322-5416 / (06181) 88-5416

Education Center
Büdingen, Bldg. 2320, Armstrong Barracks
Mon-Fri 7:30 a.m. to 4 p.m., Sat/Sun Closed
DSN 321-4812 or 4736 / (06042) 80-812 or 736
Büdingen Learning Resource Center, Bldg. 2209
Computer Lab
Mon/Wed 6-7 p.m., Tue/Thur 11:30 a.m. to 5 p.m.
Fri 11:30 a.m. to 2:30 p.m., Sat/Sun Closed
DSN 321-4812 or 4736

Education Services Office
Pioneer Kaserne
Mon-Fri 9 a.m. to 5 p.m.
DSN 322-9595 / (06181) 88-9595

Finance

Financial Services
Mon-Fri 9 a.m. to 4:30 p.m.
DSN 322-8805 / (06181) 88-8805

In / Out-processing
Mon-Fri 8:30 a.m. to 3 p.m.
DSN 322-9968 / (06181) 88-9968

Travel Branch
Mon-Fri 9 a.m. to 4:30 p.m.
DSN 322-8414, 9727 / (06181) 88-8414

Commander
DSN 322-8590 / (06181) 88-8590

Executive Officer
DSN 322-1730, 8824 / (06181) 88-1730

Fingerprinting Office (Security Office), USAG

(Bldg. 1207, 3rd floor, Yorkhof Kaserne)
Mon/Wed/Fri 1:30-4 p.m.
DSN 323-2368 / (06181) 180-2368

Fire Department

Mon-Fri 24 hours

Fire Station (Emergencies)
DSN 117 / (06183) 51-117

Fire Station (Non-Emergencies)
DSN 322-7779 / (06183) 51-7779

Outside Local Exchange (German Phone)
(06183) 901319

Fitness Centers

Armstrong Fitness Center (Büdingen), Bldg. 2214
Mon/Tue/Wed/Fri 5 a.m. to 9 p.m.,
Thu 5-6:30 a.m. and 10 a.m. to 9 p.m., Sat/Sun
Holidays 8 a.m. to 6 p.m.
DSN 321-4737 / (06042) 80-737

Cardwell,
Mon-Fri 6 a.m. to 8 p.m., Sat/Sun 10 a.m. to 6 p.m.
Issue Room
DSN 323-3546 / (06181) 180-3546
Manager's Office
DSN 323-2607 / (06181) 180-2607

Fliegerhorst,
Mon-Fri 6 a.m. to 8 p.m., Sat/Sun 10 a.m. to 6 p.m.
Issue Room
DSN 322-7672 / (06183) 51-7672
Manager's Office
DSN 322-7725 / (06183) 51-7725

Pioneer,
Mon-Fri 6 a.m. to 8 p.m., Sat/Sun 10 a.m. to 6 p.m.
Issue Room
DSN 322-8197 / (06181) 88-8197
Manager's Office
DSN 322-8565 / (06181) 88-8565

Fuel Point

Fliegerhorst Tank Farm
Mon-Fri 7:30-12 p.m., Sat 12:30 a.m. to 4:30 p.m.
DSN 322-7290 / (06183) 51-7290

Garrison Command (USAG Hessen)

DSN 322-1300, 1310 / (06181) 88-1300, 1310

Gates / Guards

24/7

Büdingen
DSN 321-4507 / (06042) 80-507

Fliegerhorst Kaserne
DSN 322-7401 / (06183) 51-7401

Francois Kaserne
DSN 323-2221 / (06181) 180-2221

Großbauheim Gate
DSN 322-8085 / (06181) 88-8085

Hutier Kaserne
DSN 323-3548 / (06181) 180-3548

New Argonner
DSN 322-9943 / (06181) 88-9943

Old Argonner
DSN 322-8791 / (06181) 88-8791

Pioneer Kaserne
DSN 322-8745 / (06181) 88-8745

Ponds Security
(06181) 889-298

Ponds Security Fliegerhorst
DSN 322-7775 / (06183) 51-7775

Wolfgang Kaserne Main Gate
DSN 322-8798 / (06181) 88-8798

Yorkhof Kaserne
DSN 323-3641 / (06181) 180-3641

Notes:

Hanau Phone Directory

Notes:

Health Clinic

Appointments / Family Practice
DSN 328-6601, 6600 / (06181) 500-6601

Commander
DSN 328-6664 / (06181) 500-6664

TRICARE
DSN 328-6692 / (06181) 500-6692

Community Health Nurse
DSN 328-6695 / (06181) 500-6695

Enrollment
DSN 328-6608 / (06181) 500-6608

Eye Clinic
DSN 328-6605 / (06181) 500-6605

Family Practice
DSN 328-6656 / (06181) 500-6656

Health Benefits Advisor
Mon-Fri 7:30 a.m. to 4 p.m.
DSN 328-6608 / (06181) 500-6608

Health Care Finder
Mon-Fri 7:30 a.m. to 4 p.m.
DSN 328-6610 / (06181) 500-6610

Medical Records
Mon-Fri 7:30-11:30 a.m., 1-4:30 p.m.
DSN 328-6707 / (06181) 500-6707

Mental Health
Mon-Fri 7:30 a.m. to 4 p.m.
DSN 328-6777 / (06181) 500-6777

Obstetrics and Gynecology
Mon-Fri 8-11:30 a.m., 1-5 p.m.
DSN 328-6612 / (06181) 500-6612

Occupational Health
Mon-Fri 8 a.m. to 5 p.m.
DSN 322-8557 / (06181) 88-8557

Pharmacy
DSN 328-6604 / (06181) 500-6604

Physical Exams
DSN 328-6696 / (06181) 500-6696,

Physical Therapy
Mon-Fri 7:30 a.m. to 4:30 p.m.
DSN 328-6683 / (06181) 500-6683

Social Work Services
Mon-Fri 7:30 a.m. to 4:30 p.m.
DSN 322-9278 / (06181) 88-9278

Triage
Mon-Fri 7:30 a.m. to 4:30 p.m.
DSN 328-6600 / (06181) 500-6600

Tricare Claims
Mon-Fri 7:30 a.m. to 4:30 p.m.
DSN 328-6686 / (06181) 500-6686

Tricare Enrollment
Mon-Fri 7:30 a.m. to 4 p.m.
DSN 328-6608 / (06181) 500-6608

Health Clinic (Büdingen)

DSN 321-4820, 4789, 4717 / (06042) 80-820

Household Goods / Hold Baggage

In-bound
Mon-Fri 9 a.m. to 5 p.m.
DSN 322-8047 / (06181) 88-8047

Out-bound
DSN 322-8410 / (06181) 88-8410

ITO
DSN 322-8761 / (06181) 88-8761

Housing

Housing Services (Bldg. 11, Pioneer Kaserne)
Mon-Fri 7:30 a.m. to 4 p.m.
DSN 322-8431, 8924, 9227, 9228 / (06181)
888431, 8924, 9227, 9228

Community Homefinding Referral/Relocation
Service (CHRRS)
Mon-Fri 7:30 a.m. to 4:30 p.m.
DSN 322-9195, 9196, 9197 / (06181) 88-9195,
9196, 9197

Central Furniture Warehouse
DSN 322-8981 / (06181) 88-8981

Human Services Support

DSN 323-3685, 2431 / (06181) 180-3685, 2431

ID Cards / Passports

Installation Access Control Office
Bldg. 21, Pioneer Kaserne
Mon-Fri 7:30 a.m. to 12 p.m. and 1 to 4:30 p.m.
DSN 322-9009 / (06181) 88-9009

ID Cards, Bldg. 5, Pioneer Kaserne
Mon-Fri 8 a.m. to 3:30 p.m.
DSN 322-8793 or 8773 / (06181) 88-8793 or 8773

Passports
Mon-Fri 8 to 11:30 a.m. and 1 to 3 p.m.
Closed Tue.
DSN 322-8415 / (06181) 88-8415

International Club

International Club, Fliegerhorst
Thu 5 p.m. to 12 a.m., Fri 5 p.m. to 2 a.m.,
Sat 8 p.m. to 2 a.m.
DSN 322-7509 / (06183) 517-611

International Club Catering
By Appointment Only
DSN 322-7267, 7266 / (06183) 51-7267

Kid's Korner

DSN 322-9013 / (06181) 88-9013

Hanau Phone Directory

Laundry / Laundromats

Pioneer
(06181) 51121

Quartermaster Laundry
(06181) 55474

Legal Assistance-Claims

Bldg. 4, Pioneer Kaserne

Legal Assistance

Attorney Appointments (Call to Schedule)

Attorney Walk-Ins: Fri 1:30 p.m. to 4 p.m.

Will Walk-Ins: Wed 9-11 a.m.

Notary & Power of Attorney Walk-Ins:

Mon-Fri 8 a.m. to 12 p.m. and 1 -5 p.m.

DSN 322-8993 / (06181) 88-8993

Claims

Mon-Wed, Fri, 8 a.m. to 1 p.m., Thu 1-3 p.m.

DSN 322-8392 / (06181) 88-8392

Management / Administrative Law

Mon-Wed, Fri, 9 a.m. to 12 p.m. and 1-5 p.m.

Thu 1-3 p.m.

DSN 322-8429 / (06181) 88-8429

1AD Military Justice

Mon-Wed, Fri, 9 a.m. to 12 p.m. and 1-5 p.m.

Thu 1-3 p.m.

DSN 322-8756 or 8619 / (06181) 88-8756 or 8619

V Corps Military Justice

Mon-Wed, Fri, 9 a.m. to 12 p.m. and 1-5 p.m.

Thu 1-3 p.m.

DSN 322-9349 or 8774 / (06181) 88-9349 or 8774

Trial Defense Services

Mon-Wed, Fri, 9 a.m. to 12 p.m. and 1-5 p.m.

Thu 1-3 p.m.

DSN 322-8597 / (06181) 88-8597

Tax Center

During January-June Seasons; all other months
contact Legal Assistance Office.

DSN 322-9577 / (06181) 88-9577

Library

Pioneer Circulation Desk

DSN 322-8942, 8715 / (06181) 88-8942, 8715

Administrative Offices

DSN 322-9033, 9657 / (06181) 88-9033, 9657

Public Services Librarian

Mon/Tue/Wed 11 a.m. to 8 p.m., Thu 12 to 8 p.m.,

Fri closed, Sat/Sun 10 a.m. to 5 p.m.

DSN 322-9304 / (06181) 88-9304

Büdingen, All Services, Bldg. 2207

Mon/Tues/Wed/Fri 11 a.m. to 6 p.m.,

Thu 12 p.m. to 7 p.m., Sat 11 a.m. to 5 p.m.

Sun closed

DSN 321-4739 / (06042) 80-739

Locator Service

Area Locator Pioneer

DSN 322-8918 / (06181) 88-8918

Mail Rooms

Pioneer CMR 470

Package Pickup: Mon-Fri 11:30 a.m. to 1 p.m.,
3:30-6 p.m.

DSN 322-9496 / (06181) 88-9496

Fliegerhorst CMR 477

Package Pickup: Mon/Tue/Wed/Fri 11 a.m. to 6
p.m., Tue 12 to 6 p.m.

DSN 322-7561, 7408 / (06183) 51-7561

Hutier CMR 412

Package Pickup: Mon/Tue/Wed/Fri 11 a.m. to 6
p.m., Tue 12 p.m. to 6 p.m.

DSN 323-3279 / (06181) 180-3279

Büdingen CMR 401, Bldg. 2208

Package Pickup:

Mon/Tue/Wed/Fri 11 a.m. to 6:10 p.m. and

Thu 12 to 6:10 p.m.

DSN 321-4772 / (06042) 80-772

Military Affiliate Radio Service

Fliegerhorst

DSN 322-7683 / (06183) 51-7683

Military Clothing Sales Store

Wolfgang

(06181) 55023

Military Police (DES)

24-Hour Desk Sergeant

DSN 323-2321, 2749 / (06181) 180-2321

Traffic Investigations

DSN 322-9009 / (06181) 88-9009

MPI Investigations

DSN 323-2317 / (06181) 180-2317

DARE

DSN 323-2154 / (06181) 180-2154

Customs (MP)

Bldg. 3, Pioneer Kaserne

Mon/Tue/Wed/Fri 8:30 a.m. to 4:30 p.m. Thu

Closed.

DSN 322-9089 or 8019 / (06181) 88-9089 or 8019

MP Hotline

DSN 323-2110 / (06181) 180-2110

Operations

DSN 323-2666 / (06181) 180-2666

Physical Security

DSN 323-2434 / (06181) 180-2434

Provost Marshal

DSN 322-1580 / (06181) 88-1580

Notes:

Hanau Phone Directory

Notes:

Provost Marshal Secretary
DSN 323-2222 / (06181) 180-2222

Traffic Section
DSN 323-2686 / (06181) 180-2686

German Police Liaison
(06181) 160-579

Road Conditions
DSN 323-2661 / (06181) 180-2661

Morale, Welfare and Recreation (MWR)
Mon-Fri 7:30 a.m. to 4:30 p.m.

USAG Director
DSN 323-3380, 3379 / (06181) 180-3380, 3379

Recreation Director
DSN 323-2656 / (06181) 180-2656

NAF Contracting
DSN 323-2173 / (06181) 180-2173

Outdoor Recreation
DSN 322-8891 / (06181) 88-8891

Bowling Center
DSN 322-8638, 8534 / (06181) 88-8638

Kids Korner
DSN 322-9013 / (06181) 889013

Movement Control Team
15 MCT Administration
DSN 322-7864 / (06181) 88-7864

Hanau Movement Control Team
DSN 322-8237 / (06181) 88-8237

Optical Shop
Cell (0170) 322-2511, (06181) 573-901

Outdoor Recreation Checkout Center
Outdoor Recreation Leisure Travel Office
(Bldg. 459, Old Argonner Kaserne)
Mon/Tue/Wed 10 a.m. to 6 p.m.
DSN 322-8891 / (06181) 88-8891

Network Service Center
Bldg. 1, Pioneer Kaserne
NSC Chief
DSN 322-1645 / (06181) 88-1645

Help Desk
DSN 322-1640 (119) / (06181) 88-1640

Network Management
DSN 322-1651 / (06181) 88-1651

System Administration
DSN 322-1650 / (06181) 88-1650

Information Assurance
DSN 322-5262 / (06181) 88-5262

Dial Central Office Chief
DSN 322-1649 / (06181) 88-1649

Official Mail
DSN 322-9312 / (06181) 88-9312

Post Office - see also Mail Rooms
Hanau, Bldg. 505, Wolfgang Kaserne
Mon-Wed/Fri 10 a.m. to 4 p.m., Thu 12 to 6 p.m.,
Sat 10 a.m. to 2 p.m.
DSN 322-8683 / (06181) 88-8683

Büdingen, Bldg. 2210, Armstrong Barracks
Mon/Wed/Fri 10 a.m. to 2 p.m.
DSN 321-4870 / (06042) 80-870

Postal Officer
Bldg. 505, Wolfgang Kaserne
DSN 322-9386 / (06181) 88-9386

Public Affairs Office
USAG Hessen PAO
Mon-Fri 8:00 a.m. to 5 p.m.
DSN 322-1400 / (06181) 88-1400

Herald Union Newspaper
DSN 323-3257 / (06181) 180-3257

Photo Lab
Photo Lab AAFES
DSN 322-8063 / (06181) 88-8063

Image Gallery (American Sampler Craft Shop)
DSN 322-8082 / (06181) 88-8082

Recreation Services
Community Recreation Division 104th ASG
DSN 323-2656 / (06181) 180-2656

Community Recreation Division Admin Office
Mon-Fri 8 a.m. to 12 p.m. and 1 to 5 p.m.
DSN 322-8391 / (06181) 88-8391

Kid's Korner Wolfgang
Mon-Sat 3-8 p.m.
DSN 322-9013

Recruiting Services
Army Recruiting
Mon-Fri 9 a.m. to 5 p.m. (Weekends by
Appointment)
DSN 322-8362 / (06181) 88-8362

National Guard
DSN 322-8694 / (06181) 88-8694

Red Cross
Bldg. 19, Pioneer Kaserne
Mon-Fri 8 a.m. to 4:30 p.m.
DSN 322-1760, 8205 / (06181) 88-1760, 8205

Road conditions during inclement weather
DSN 323-2661 / (06181) 180-2661

Hanau Phone Directory

Safety Office

Mon-Fri 7:30 a.m. to 12 p.m. and 1 to 4:30 p.m.
DSN 322-5023, 1670 / (06181) 88-5023

Schools

Schools Officer

Bldg. 3, Pioneer Kaserne

Mon-Fri 7:30 a.m. to 4:30 p.m.

DSN 322-9765 / (06181) 88-9765

Argonner Elementary School

Mon-Fri 7 a.m. to 4 p.m.

DSN 322-8374 / (06181) 906980

Cafeteria New Argonner

DSN 322-9010 / (06181) 88-9010

Principal Argonner Elementary

Mon-Fri 7 a.m. to 4 p.m.

DSN 322-8819 / (06181) 88-8819

Sportfield Elementary

Bldg. 360, Sportfield Housing Area

Mon-Fri 7:30 a.m. to 3:30 p.m.

DSN 322-8600, 8990 / (06181) 88-8600

Hanau Middle School

Mon-Fri 7:30 a.m. to 4 p.m.

DSN 322-8647, 8649 / (06181) 9069710

Hanau Middle School Library

Mon-Fri 7:30 a.m. to 3 p.m.

DSN 322-8617 / (06181) 88-8617

Hanau High School

DSN 322-8714, 8024, 8165 / (06181) 9069910

Hanau High School Counselor

DSN 322-8285 / (06181) 88-8285

School Bus Office

(06181) 906-9911 or 906-9958

Gelnhausen Elementary School

(06051) 13011

Head Start

DSN 322-7576 / (06181) 88-7576

Service Station / Gas

AAFES Gas Station

(06181) 56806,

Wolfgang

(06181) 969-120

Self-Help Store

Self-Help Materials

DSN 322-8200 / (06181) 88-8200

Büdingen, Bldg. 2208, Armstrong Barracks

Mon-Fri, 9 a.m. to 5 p.m.

DSN 321-4778 / (06042) 80-4778

Shoppette

Büdingen, Bldg. 2206, Armstrong Barracks

Mon-Fri, 8 a.m. to 7 p.m. and

Sat-Sun, 11 a.m. to 7 p.m.

(06042) 1572

Fliegerhorst

Mon-Fri 8 a.m. to 8 p.m., Sat/Sun 10 a.m. to 8 p.m.

DSN 322-7595 / (06183) 517-382

Hutier

(06181) 181-196

Pioneer

(06181) 55436

Wolfgang

Sun-Thu 7:00 a.m. to 10 p.m., Fri/Sat 7 a.m. to 12 p.m.

(06181) 969-120

Social Works Services

DSN 322-9278 / (06181) 88-9278

Snackbar / Canteen / Restaurant

American Star Restaurant

Tue-Fri 11 a.m. - 2 p.m., Tue-Sat 5-9:30 p.m.,

Brunch - 1st Sun of the month 10 a.m.-2:30 p.m.

DSN 322-7206,7267 / (06183) 51-7206,7267

Anthony Pizza / Frank's Franks

Mon-Sun 11 a.m. to 8 p.m.

(06181) 573-761

Baskin Robbins

Sun-Thu 11 a.m. to 3 p.m., Fri/Sat 11 a.m. to 5 p.m.

(06181) 55904

Burger King

Mon-Sun 7:30 a.m. to 9 p.m.

(06181) 55828

Fliegerhorst Burger Bar

Mon-Fri 7 a.m. to 6 p.m.

(06183) 517-700

Deutsche Kantine (German Dining Facility)

DSN 322-9322 / (06181) 88-9322

Oriental Wok

Mon-Fri 11 a.m. to 6 p.m.

(06181) 55169

Robin Hood

Mon-Fri 7 a.m. to 1 p.m.

(06181) 55169

Popeye's

Mon-Sat 10:30 a.m. to 8 p.m., Sun 12 to 8 p.m.

(06181) 51170

Sunrise Grill

Mon-Sat 7:30 a.m. to 1 p.m.

DSN 322-9149 / (06181) 88-9149

Notes:

Hanau Phone Directory

Notes:

Taco Bell
Mon-Sun 10 a.m. to 9 p.m.
(06181) 954-0365

Kid's Korner
DSN 322-9013 / (06181) 88-9013

Subway
(06181) 675820

Self-Service Supply Center
Mon-Fri 8 a.m. to 12 p.m. and 1 to 3 p.m.
DSN 322-9536, 9521 / (06181) 88-9536

Sports
Mon-Fri 8 a.m. to 12 p.m. and 1 to 5 p.m.
DSN 322-9617 / (06181) 88-9617

Stars & Stripes
Circulation
(0130) 840-048

Advertising
DSN 349-8349 / (06155) 60-349

News
DSN 349-8237 / (06155) 60-237

Tailor Shop
Alterations Shop Wolfgang
(06181) 56118

Alterations Shop Fliegerhorst
(06183) 517-300

Tax Relief / Tax Assistance
Tax Relief (VAT)
Mon/Tue/Wed/Fri 9 a.m. to 6 p.m., Thu 12 p.m. to 8 p.m.
DSN 322-6015 / (06183) 51-6015

Tax Assistance - *see Legal Assistance*

H&R Block
Mon-Thu 12 to 6 p.m.
(06181) 574779

Theaters
Evening Star, Pioneer
DSN 322-1790 / (06181) 88-1790

Büdingen Theater, Bldg. 2207
Fri-Sat 7 p.m. show, Sun-Thu Closed
DSN 321-4745 / (06142) 80-745

Five Pfennig Play House
Old Argonner
DSN 322-8031 / (06181) 88-8031

Thrift Shops
Thrift Shop Hanau, Wolfgang Kaserne
Tue/Sat 10:30 a.m. to 2 p.m., Thu 10:30 a.m. to

5:30 p.m.
DSN 322-8847 / (06181) 88-8847

Thrift Shop Büdingen
Tue/Sat 10:30 a.m. to 2 p.m., Thu 10:30 a.m. to 5:30 p.m.
DSN 321-4273 / (06042) 80-273

TKS Telecommunications Office
TKS Cable Office Hanau
Mon-Sun 10 a.m. to 6 p.m.
(06181) 520-538,

TKS Cable Office Büdingen
Mon-Sun 10 a.m. to 6 p.m.
(0642) 950-607

Transportation Motor Pool
Dispatcher
Mon-Fri 7 a.m. to 12 p.m. and 1 to 4 p.m.
DSN 322-1800, 8232 / (06181) 88-1800

Consolidated Maintenance Shop
Mon-Fri 7 a.m. to 12 p.m. and 1 to 4 p.m.
DSN 322-8161 / (06181) 88-8161

Motor Maintenance
Mon-Fri 7 a.m. to 12 p.m. and 1 to 4 p.m.
DSN 322-8921 / (06181) 88-8921

ITO
(06181) 322-8761 / (06181) 88-8761

Training Area
7th ATC Campo Pond
Mon/Tue/Wed/Fri 7:30 a.m. to 4:30 p.m.,
Thu 6:00 a.m. to 12 p.m. and 1 to 3 p.m.
DSN 322-8070 / (06181) 88-8070

Tiergarten Training Support Center
Mon-Fri 8 a.m. to 12 p.m. and 1 to 4:30 p.m.
DSN 322-8833 / (06181) 88-8833

Department of the Army Photos
Mon/Tue/Wed/Fri 7:30 a.m. to 12 p.m. and 1 to 4:30 p.m., Thu 6 a.m. to 12 p.m. and 1 to 3 p.m.
DSN 322-8020 / (06181) 88-8020

Transportation
Household Goods In-bound
Mon-Fri 8 a.m. to 12 p.m. and 1 to 4 p.m.,
Thu 9 a.m. to 12 p.m. and 1 to 4 p.m.
DSN 322-8047 / (06181) 88-8047

Household Goods Out-bound
Mon-Fri 8 a.m. to 12 p.m. and 1 to 4 p.m.,
Thu 9 a.m. to 12 p.m. and 1 to 4 p.m.
DSN 322-8410 / (06181)-88-8410

Inspection Pioneer
Mon-Fri 8 a.m. to 12 p.m. and 1 to 4 p.m.,
Thu 9 a.m. to 12 p.m. and 1 to 4 p.m.
DSN 322-8123 / (06181) 88-8123

Hanau Phone Directory

Transportation Movement Pioneer
Mon-Fri 7:30 a.m. to 12 p.m. and 1 to 4 p.m.,
Thu 9 a.m. to 12 p.m. and 1 to 4 p.m.
DSN 322-8237 / (06181) 88-8237

Installation Transportation Officer (ITO)
Mon-Fri 7:30 a.m. to 4:30 p.m.
DSN 322-8761 / (06181) 88-8761

SATO Duty Travel / Port Call
Bldg. 20, Rm 14a, Pioneer Kaserne
Mon-Fri 7:30 a.m. to 4:30 p.m.
DSN 322-8047 / (06181) 88-8047

United Services Organization (USO)
Bldg. 19, Pioneer Kaserne
DSN 322-8725 / (06181) 88-8725

Value Added Tax (VAT) Office - MWR
Bldg. 545, Wolfgang Kaserne
Wed/Thu 11 a.m. to 8 p.m., Fri/Sun 10 a.m. to 6
p.m. Closed Mon/Tue.
DSN 322-8082 / (06181) 88-8082

Vehicle Inspection
Pioneer Kaserne
Mon-Thu 7:30 a.m. to 12 p.m. and 12:30 to 3:30
p.m., Fri 7:30 a.m. to 12 p.m. and 12:30 to 3:15
p.m.
Closed German and American Holidays.
DSN 322-8101 / (06181) 88-8101

Vehicle Registration
Pioneer Kaserne
Mon-Fri 8 a.m. to 12 p.m. and 1 to 4 p.m.
DSN 322-8115 / (06181) 88-8115

Vehicle Shipping
Mainz Kastel Vehicle Shipping
(by appointment only)
Mon-Fri 8 a.m. to 13:30 p.m.
DSN 334-2723 / (06134) 69303

Hanau Transportation Office
Mon-Fri 8 a.m. to 4 p.m., Thu 9 a.m. to 4 p.m.
DSN 322-8047 / (06181) 88-8047

POV Holding Lot
DSN 322-8523 / (06181) 88-8523

Veterinary Clinic
Mon-Fri 8 a.m. to 12 p.m. and 1 to 4 p.m. DSN
322-8160 / (06181) 88-8160

Video Rentals
Gelnhausen Video Store, Bldg. 1822
Sun-Thu 2 to 8 p.m., Fri-Sat 1 to 8 p.m.
(06051) 83-2875

Fliegerhorst Video Store
(06183) 517382

Wolfgang Video Store
Sun-Thu 7 a.m. to 10 p.m., Fri/Sat 7 a.m. to 12
p.m.
(06181) 958-4224

Weapons Registration
Mon-Fri 8 a.m. to 12 p.m. and 1 to 4 p.m.
DSN 322-8115 / (06181) 88-8115

Woman Infant Child (WIC) Program
Büdingen WIC Program
1st & 3rd Wed 8:30 a.m. to 5 p.m.

Hanau WIC Program
Mon-Fri 7:30 a.m. to 4:30 p.m.
DSN 322-9636 / (06181) 88-9636

Works Council
Mon-Fri 7:30 a.m. to 12 p.m. and 1-4 p.m.
DSN 322-8822 / (06181) 88-8822

Yellow Pages

The yellow pages are only available in German;
they are constantly updated:
<http://www.gelbeseiten.de>

Little vocabulary help for Yellow Pages

Veterinarians – Tierärzte

Dentists – Zahnärzte

Doctors – Ärzte

Carpet cleaners – Teppichreinigung

Auto repair – Autoreparaturen

If you need help to find **Veterinarians** or **Kennels**
please contact the Veterinary Clinic at
DSN 322-8160 / (06181) 88-8160.

If you need help to find a **German doctor** go to
<http://www.europe.tricare.osd.mil/ppn/> and click
on 'PPN Search'.

To find a **house cleaner**, please check your local
German newspaper.

The **regular German telephone book** is also
available in English; go to [http://www.dastelefon-
buch.de/](http://www.dastelefon-
buch.de/) and click on 'English'.

**Youth Services (YS) - see Child and Youth Ser-
vices (CYS)**

**All 414 BSB Command Section Phone
Numbers will be deactivated after the merger
is complete (end of June)**

Notes:

Hanau Phone Directory

Notes:

Hanau Units

Garrison Commander (USAG Hessen)
DSN 322-1300 / (06181) 88-1300

HHD USAG Hessen
DSN 323-2717 / (06181) 180-2717

414th BSB Command
DSN 322-1500 / (06181) 88-1500

3rd COSCOM LNO
DSN 323-2835 / (06181) 88-2835

4th Brigade
Mon-Fri 9 a.m. to 5 p.m.
DSN 322-7693 / (06183) 51-7693

HHC, 4th Brigade
Bldg. 1310 Fliegerhorst Kaserne
DSN 322-7553 / (06183) 51-7553

5-7 ADA
DSN 322-9300 / (06181) 88-9300

15th Movement Control Team
DSN 322-7865 / (06181) 88-7865

16th Corps Support Group
DSN 323-2486 / (06181) 180-2486

HHC, 16th Corps Support Group
DSN 323-2499 / (06181) 180-2499

19th Maintenance
DSN 322-9413 / (06181) 88-9413

26th Quartermaster
DSN 323-2278 / (06181) 180-2278

39th Finance Battalion
DSN 322-9238 / (06181) 88-9238

55th Personnel Support Battalion
DSN 322-8325 / (06181) 88-8325

55th Postal
DSN 322-8664 or 8642 / (06181) 88-8664 or
8642

3 / 58th Air Traffic Control
DSN 322-7495 / (06183) 51-7495

71st Ordnance
DSN 323-3086 / (06181) 180-3086

102nd Signal
DSN 322-1640 / (06181) 88-1640

127th Aviation Support Battalion
DSN 322-7440 / (06181) 88-7440

127th Military Police Company
DSN 322-7350

130th Engineer Brigade
DSN 322-8848 / (06181) 88-8848

HHC, 130th Engineer Brigade
DSN 322-8940 / (06181) 88-8940

165th Military Intelligence
DSN 322-8816 / (06181) 180-8816

485th Corps Support Battalion
DSN 323-2949 / (06181) 180-2949

1 / 501st Aviation Regiment
DSN 322-7660 / (06181) 88-7660

2 / 501st Aviation Regiment
DSN 322-7724 / (06181) 88-7724

560th Military Police (Customs)
DSN 322-8865 / (06181) 88-8865

709th Military Police Battalion
Bldg. 1322, Fliegerhorst Kaserne
Staff Duty/S-1 24 Hours
DSN 322-7828 / (06181) 88-7828

